

# Your Right to Know

Requesting personal data



West Berkshire  
COUNCIL

# Introduction

In this leaflet we explain your rights, as a user of Council services, to access your personal information and to be provided with information about what it's used for. More information is available on the Council's website at [www.westberks.gov.uk/dataprotection](http://www.westberks.gov.uk/dataprotection)

## Your personal information

West Berkshire Council holds personal information about you in order to provide you with the services you require, collect Council tax, assess the correct level of benefits for your needs, and provide you with up to date information about Council services, among other things. We may share this information within the Council or with other organisations which provide you with services.

## Being clear about what we do – and why

The council is required to be clear about what we collect, why, who gets to see it, and how long we keep it. Each time we collect or process data about you, we will provide a document called a "Privacy Notice" which explains this. These will be referenced on our paper forms, or you can find them online at [www.westberks.gov.uk/privacynotices](http://www.westberks.gov.uk/privacynotices)

## Your rights

Under the General Data Protection Regulations (GDPR - 2016/679) and the Data Protection Act 2018 you have a number of rights when it comes to your data. Not all of your rights apply in every different scenario that the Council might process your data in. Your rights include:

- The right to know what data we hold about you
- The right to object to us holding and processing this data
- The right to ask for data about you to be erased
- The right to ask for an automatic (computerised) decision to be reviewed
- The right to ask for us to correct data that is wrong
- The right to ask us to restrict what we do with your data

Other rights exist too, but these are the most common ones that people exercise with respect to the council as a local authority.

## Requesting personal information

Applications should be made in writing. You might find it easiest to apply online using our request form at [www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest)

If you have problems making a written application you can speak to the Information Management Officer (contact details overleaf) who can offer assistance.

## What you can't access

You will not be able to see personal information which includes information about another person unless that person gives permission, or we accept that you are acting as their agent. Where the information has been provided by a professional from another organisation we may need their permission to supply this.

There may be other reasons why the Council cannot supply copies of some of your information. This can be because other legislation applies, or because the Council is engaged in legal proceedings or statutory processes which would be prejudiced by providing the information. We may also refuse requests for exceptionally large collections of hard copy records. In such cases we will explain why we have not supplied the information requested but may be able to suggest other ways for you to view it.

## Acting on behalf of others

Carers for vulnerable adults, and parents of children, may apply on their behalf. However, the Data Protection Act 2018 assumes that any person is competent to apply for their own information, so we may need additional confirmation that you are acting for the person, and that they cannot make the request themselves. Where children are of an age to understand the process, we will also ask for their permission before providing their information to a parent or guardian.

## Keeping your information safe

The Council is required by law to keep your personal information safe. Usually this will be managed by keeping it confidentially either on computer or in secure manual filing systems. Maintaining your records and keeping them secure is the responsibility of the Council department providing services to you.

If you have a complaint about how your personal information has been used you should raise this with the service concerned in the first instance.

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call on 01635 519591.

## **Return the form, or write to:**

**Strategic Support  
West Berkshire Council**

Market Street  
Newbury  
Berkshire  
RG14 5LD

e-mail: [dp@westberks.gov.uk](mailto:dp@westberks.gov.uk)  
[www.westberks.gov.uk/dataprotection](http://www.westberks.gov.uk/dataprotection)