

I declare that I will not disclose any information from the records other than to the person signed on whose behalf I am acting, unless they give me their express permission.

Signed (agent): _____ Date: _____

I _____ (name of client/user of services)

authorise _____

(name of person acting on your behalf)

to seek access to personal information held by Bracknell Forest Council. I declare that this authorisation was freely given.

Signed: _____ Date: _____

(user of service)

Section 4

If you are under 18 years, a parent, guardian or Social Services Care Manager should certify that you fully understand the nature of this application and your application will then be considered.

I _____

(name of parent, guardian, social worker etc)

Address: _____

Certify that the applicant _____ (name of applicant)

who is under 18 years, understands the nature of this application for access to his/her personal information.

Signed: _____ Date: _____

(name of parent, guardian, social worker etc)

Section 5

If you are a parent applying for access on behalf of your child please complete the following and tick the relevant box.

Please note that a parent can only be granted access to their child's records if this is considered in the child's interests.

Name of child: _____ Date of Birth: _____

Address of child: _____

I (name of parent) _____ am making a request for

access to records on behalf of the child named above, and;

The child is incapable of understanding the request and I am making the request on his/her behalf

The child has consented to my making this request on his/her behalf, and this consent was given freely.

Signed (child) where consent is given _____ Date: _____

Signed (parent): _____ Date: _____

Section 6

All applicants must sign and date the following:

I wish to request access to personal information held by the Council of

_____ (name of user of service)

in accordance with the Data Protection Act 1998.

Signed (parent): _____ Date: _____

A letter will be sent to you, acknowledging your application.

Please send this completed tear off to:

The Information Compliance Officer, Bracknell Forest Council, Corporate Services, Easthampstead House, Town Square, Bracknell RG12 1AQ.

Personal Information

Your right to know

Data protection Act 1998

In this leaflet we explain your rights, as a user of Council Services, to see your personal information and to be provided with information about how we use it.

Why is personal information held by the Council?

Bracknell Forest Council keeps personal information about you so that we can provide you with the services you require; collect Council Tax, assess the correct level of benefit for your needs and provide you with up to date information about Council services.

Who is this information shared with?

Information you provide may also be shared with other agencies involved in the provision of services to you and between departments of the authority, where you have agreed to this and where we are legally required to do so. The information will only be the minimum necessary to enable us to provide services to you.

Your personal information may also be disclosed to Government departments, where we are legally obliged to do so, or to other local authorities when you have moved from one area to another and the new authority requires confirmation of the services you are receiving.

Information may also be provided to Government departments or others for statistical research, but this will not include your name and address, unless you have given us permission to provide that information.

How is information kept and who is responsible?

The information is held confidentially on computer or in secure manual filing systems.

Maintaining your records and keeping them secure is the responsibility of the department of the authority providing services to you. In the case of school records the school governors and the headteacher are responsible.

The authority's employees have a duty of care when providing services to you, which includes respecting your right to confidentiality and ensuring that information is only used and given to others for the purpose of the service being provided.

Do I have the right to see all my personal information?

You have the right to ask if we hold personal information about you, what it is used for and to be provided with a copy. You also have the right to know whether we disclose your personal information to other persons or organisations and to ask for incorrect data to be corrected.

You are entitled to see your personal information, with some specific exceptions. For example, you will not be allowed to see personal information that contains details about someone else - even a member of your own

family - unless that person has given permission.

In cases where any personal information relates to your health, we may need to ask relevant health professionals for permission to disclose this information to you.

There may be occasions when access to personal information will not be possible because, for very good and valid reasons, the Council considers it will not be in your best interests to see it. If that is the case you are given a full explanation at the time so that you understand why this decision has been made.

How can I apply for access to my personal information?

You will need to fill in the attached application form to provide us with enough information to confirm your identity and any other detail which may help us to find your information (such as date of birth, name and address, the name of the department(s) you dealt with). If you have difficulty with the form the Council's Information Compliance Officer will help you to complete the form. You may prefer assistance or support from outside the Council; the Citizen's Advice Bureau may be able to help you.



ADDRESSES TO WHICH REQUESTS FOR ACCESS SHOULD BE SENT:

Please send the completed tear off application form to:

The Information Compliance Officer
Bracknell Forest Council
Corporate Services
Easthampstead House
Town Square
Berkshire RG12 1AQ

01344 353071

The information given will be a printout of the information from a computer system or a photocopy of your manual file. If personal information is to be provided in connection with Social Care special arrangements will be made for you to gain access to your records, as depending on the nature of your enquiry different rules may apply.

The Council will respond within 40 days of receiving your correctly completed application.

What should I do when I receive the information?

You should check to ensure that you have received all the information which you are entitled to and to make sure it is correct.

If you think there is information which is wrong you may ask for it to be changed and we will consider it. You should tell the Department concerned in writing. If we do not consider that your request is justified our response will list our reasons.

FURTHER INFORMATION ON DATA PROTECTION LEGISLATION CAN BE OBTAINED FROM:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

01625 454 700

www.ico.gov.uk

Data Protection Act 1998 Application for access to Personal Information

- All applicants should complete section 1, 2 and 6.
- If you are applying on behalf of someone else you will also need to complete section 3.
- If you are under 18 years of age you will need to complete section 4.
- If you are a parent applying for access on behalf of your child please complete section 5.

Section 1

Name of applicant:

Address of applicant:

Date of Birth: Telephone no:

Section 2

To help us locate any personal information which we hold, please tick the relevant department box and complete the following:

- | | |
|---|---|
| <input type="checkbox"/> Social Care and Learning
Access and Inclusion
Adult Social Care
Children's Social Care
Learning & Achievement | <input type="checkbox"/> Environment, Culture and Communities
Planning and Transport
Environment and Public Protection
Leisure and Culture
Strategic Housing
Forestcare |
| <input type="checkbox"/> Corporate Services
Democratic Registration Services
Customer Services
Property Services
HR | |

Name of department(s) concerned:

What service(s) were used or received?

When was the service used?

Please supply any other information which you think might help us to locate your personal information.

Please complete this section if you are authorised to act on behalf of the applicant.

I have been authorised to act on behalf of: (name of person who received the service)