



SUBJECT ACCESS INFORMATION PACK

The Data Protection Act 1998 gives you, the individual, the right to see what information an organisation holds about you. This information note will explain your general rights in respect of access to your data, and how to exercise your right to see what information TFA holds about you.

What is a Subject Access Request?

Under the GDPR you have the right to obtain:

- confirmation that their data is being processed;
- access to their personal data; and
- other supplementary information – as contained within our privacy notice

What Information am I entitled to see?

You are entitled to see information of which you are the Data Subject and which comprises your personal data. For information to be your personal data you have to be identifiable from the data and you should also be the focus of it. You are not entitled to see information about third parties. In some circumstances 3rd Party details may be removed from your personal data. Where we have a duty of confidentiality to those 3rd parties we may contact them to obtain their consent for us to disclose their information to you.

How much does a request cost?

Information must be provided **free of charge** unless your request is 'manifestly unfounded or excessive' (for example, repeated requests). In such situations we may charge a **reasonable** fee to cover the administrative costs of providing the information. Alternatively, we may refuse to respond but if doing so we'll explain the reasons why to you and inform you of your right to complain to the ICO.

How long does a subject access request take?

The GDPR requires TFA as data controllers to comply with subject access requests, within thirty days from receipt of the request.

What information do I need to provide?

As data controllers we may ask you for any information we reasonably need to verify your identity and to locate the data. This means you should provide us with proof of your identity and information which will assist the us in locating your personal data.

It is important to note that we do not have to respond to a request until we are provided with sufficient information necessary to confirm your identity and to locate the information you seek, so it is important to provide this information from the outset.

Can a third party make a subject access request on my behalf?

Yes, but only with your written authorisation. There is no reason why an individual cannot make a request through an agent, however, it is the agent's responsibility to provide satisfactory evidence that they have the authority to make a request on behalf of the individual.

How do I make a request to TFA?

We have produced a Subject Access Form to assist in this process which is downloadable [here](#), however you are not obliged to complete this and may make a Subject Access Request via any form of written enquiry. We have also prepared an Agent Authorisation form which is downloadable [here](#). Under the Equality Act 2010 adjustments for disabled persons will be made where they may find it impossible or unreasonably difficult to make the request in writing.