

How can I access my information?

What you need to know about accessing your information

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Data Protection Act 2018

The Data Protection Act 2018 allows any individual to find out about personal information that is held about them by the council. This includes health records or adult social care records, for example. A request for this information is known as a Subject Access Request (SAR).

How I can access my information?

You can make a request verbally or in writing.

Your request does not have to include the phrase "Subject Access Request" as long as it is clear that you are asking for your own personal data.





How do I make a request?

To make a request, you will need to provide:

- Information about you (such as your name, date of birth and address)
- What information you are looking for
- Proof of your current address (such as a recent utility bill or bank statement)
- Proof of your identity (such as a driving licence or passport)

You can send your request by email to dataprotection@buckinghamshire.gov.uk or complete the [Request Information form](#) on our website:

 **Go online:** www.buckinghamshire.gov.uk, and then:

-  Your council
-  Requesting information from the council
-  Request information we have about you or someone you care for
-  Make a request

What happens next?

We will acknowledge your request and may ask you to provide details of specific information you require together with relevant dates. We will also provide you with details we need to prove your identity.

Once you have confirmed who you are we will respond to your request within one month of receipt of your proof of identity.

Will I be charged for my request?

We may charge you a fee for providing the information you request. If there are any costs involved, we will let you know. You can then choose whether to proceed or not.

Can I request information about someone I care for?

If you are asking for personal information about someone else, you will need to provide evidence that you are allowed to do this. For example, proof that you have Lasting Power of Attorney.

For more information, please contact the Data Protection Team at dataprotection@buckinghamshire.gov.uk or complete the [Request Information form](#) on our website:

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Use this space to write down things you need to remember to tell us

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How to contact us


Adult Care Services

To get more information about adult social care services you can:


-  **Go online:** buckinghamshire.gov.uk and click on 'Care for Adults'
-  **Call:** 01296 383204

Are you worried about somebody?



If you or someone you know is at risk of abuse or neglect:

-  **Call:** 0800 137915 (24 hours a day)

If you would like to give us feedback

-  **Go online:** Please complete the online form at buckinghamshire.gov.uk

If you prefer you can:

-  **Call:** 01296 387844
-  **Email:** complimentsandcomplaints@buckinghamshire.gov.uk