

GENERAL DATA PROTECTION REGULATION SUBJECT ACCESS REQUEST FACTSHEET

You can make a subject access request to find out what data is held with us. You can make a subject access request verbally or in writing. If you make a request verbally we will follow up with you in writing either by letter or email.

To exercise your right of access, follow these steps:

Step 1

- Think about what personal data you want to access and why.

Step 2

- Complete the attached subject access form stating clearly what you want and the reason(s) for the access request. You might not want all the personal data that we hold about you and we may respond more quickly if you explain this and identify the specific data you want.
- Send your request directly to the Association's Data Protection Officer at 355 Tormusk Road, Glasgow, G45 0HF or email to dataprotection@ardenglen.co.uk.

When making a subject access request, include the following information:

- Your name and contact details.
- Any information used by us to identify or distinguish you from other people with the same name (tenant reference etc).
- Any details or relevant dates that will help us identify what you want.

For example, you may want to ask for:

- Your tenancy file
- Emails between 'person A' and 'person B' (say from 1 June 2018 to 1 Sept 2018)
- Repairs carried out to the property you rent from us

Can we refuse the subject access request?

We may refuse your subject access request if your data includes information about another individual, except where:

- the other individual has agreed to the disclosure, or
- it is reasonable to provide you with this information without the other individual's consent.

In deciding this, we will have to balance your right to access your data against the other individual's rights regarding their own information.

We can also refuse your request if it is 'manifestly unfounded or excessive'.

In any case we will need to tell you and justify our decision. You also have the right to complain to the Information Commissioner's Office, the contact details are below:

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

How long should we take?

We have one month to respond to your request. In certain circumstances we may need extra time to consider your request and can take up to an extra two months. If this is going to be the case we will let you know within one month that we need more time and why.

Can we charge a fee for this?

A copy of your personal data should be provided free. We may charge for additional copies. We can only charge a fee if we think the request is 'manifestly unfounded or excessive'. If so, we may ask for a reasonable fee for administrative costs associated with the request.