

How can I see personal data held on me?

Information for Customers & Staff on how to request copies of personal data held about you



The current Data Protection law provides individuals with rights over how their personal data is processed. These rights entitle you to a confirmation that your data is being processed; confirmation on how and why your data is processed; the purposes for which it is used; and to whom your data may be disclosed.

You have a right to see your own personal data. Please note that this does not necessarily mean you will see copies of documents that contain your personal data. Although, if the easiest way to provide the relevant information is to supply copies of original documents, we will do so where possible.

To enable us to respond efficiently to your request, please:

1. Complete the relevant sections of this form
2. Provide proof of identity and living at the address – see Section **F** below.
3. Tell us which format you wish to receive the data in (Electronically or on paper).

Send the completed form and a copy of all accompanying documents to:-

Information Compliance Officer

Festival House, Grovewood Road

Malvern, Worcestershire, WR14 1GD

If you are the person who the data is about then please complete Sections **A, C & D**.

If you are requesting the Personal Data on behalf of someone else, then please complete Sections **A, B, C & D** and enclose proof that you have authority to act on behalf of the data subject.

Refer to the Checklist in Section **E**.

Ensure you provide suitable identification from Section **F**.

Please note, only personal data relating to the person outlined in Section A will be provided.

Current Data Protection laws allow for information to be withheld in certain circumstances. Where Fortis Living decides to withhold information, you will be informed in writing as to why this has happened.

Request for Personal Data Form



Please complete this form if you wish to make a formal request to view personal information held by Fortis Living.
For further details on making a Subject Access Request, please refer to the additional information above.

Section A: Details of Person who the data is about

Full Name:		Tenancy Reference/Staff ID:	
Address:			
		Postcode:	
Tel:		Mobile:	
Email:			
Are you:	A Current or former Tenant		A Current or former staff member
	Acting on behalf of someone		Other connection

Are you the person detailed above?	Yes (Please go to Section C)	No (Please continue below)	
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How would you like the data to be provided to you?	Paper (By Post)	Paper (Collect In Person)	
	Electronically (On a data stick by post)	Electronically (By Email)	

Section B: Details of Person Making the Request

IMPORTANT

As well as giving your details below you will need to enclose written authority from the person who the data is about, to show you are acting on their behalf. In that written authority ensure that they describe why you are making a request on their behalf:

Details of the Person making the request (only fill in if different to Section A):

Full Name	
Address	
	Postcode
Tel	Mobile
Email	
What is your relationship with the person who the data is about and why are you making the request on their behalf?	

Section C: Personal Information you are requesting

Please use this section to tell us what personal data you would like to see. 'Personal data' means information relating to you and covers things like your tenancy history, payment history, applications, contacts and communications with us. It does not routinely cover information relating to maintenance orders or property condition, as these do not usually contain personal data.

Please be as specific as possible, this will help speed up our response.

Details of information requested including any dates/times /locations /incidents/documents:

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Section D: Declaration

I certify that the information given on this form is true. I understand that it may be necessary to confirm my/the Data Subject's identity and provide more detailed information before disclosing any data.

Signed:

Name (Please print):

Date:

Section E: Checklist

Please ensure that you have provided us with the following:

Preferred format of Information (Section A)	
Description of the Data you require (Section C above)	
Dates relating to the Data you require (Section C above)	
Proof of identity (See Section F below)	
Signed declaration (Section D)	
Authority to Act (Section B - third party requests only)	

Please note:

Fortis Living reserves the right to obscure or suppress information that relates to third parties. Personal Information collected on this form is required to enable your Subject Access Request to be processed, and will **only** be used in connection with this request.

Section F Acceptable forms of Identity

<p>Personal Identity</p> <ul style="list-style-type: none"> Current valid (signed) full UK Passport Current valid (signed) overseas Passport Current valid EEA Member State ID card Current Residency Permit issued by Home Office Current Full UK Driving Licence Current UK/EU Photo card Driving Licence Current State Pension book/notification letter Current Benefits Agency Book/letter Current years Inland Revenue Tax Code Notification 	<p>Address verification</p> <ul style="list-style-type: none"> Recent Utility Bill – Gas, Electricity, Water, Telephone (Not mobile phones) Mortgage Statement or Mortgage Redemption Statement Council Tax Bill Current Full UK Driving Licence (Paper document) Current UK/EU Photo card Driving Licence House or motor insurance certificate Current State Pension book/notification letter Current Benefits Agency Book/letter Current Local Authority Rent Card, Rent Book or Tenancy Agreement Bank Statement Credit Card Statement
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Please provide proof of your personal identity and verification of your current address by providing one or more of the forms above (a minimum of one from each list above) that prove your identity and your current address.