

## University of the West of Scotland

### Guidance for Individuals requesting data held about them

If you wish to make a request to obtain information held by us about you, please read this guidance note and then complete the Subject Access Request form.

When making a request for information held about you, you must:

1. Make the request in writing
2. Supply proof of who you are (see acceptable ID documents below)
3. Provide as much detail as possible regarding the information you wish to access (who holds the information, where it is held if known, any specific details about the information required)
4. You do not need to tell us why you wish to access the information

#### **ID documents**

You must provide 2 documents to show proof of your identity, one from each of the lists below:-

<b>Proof of your ID – 1 document required</b>	<b>Proof of address – 1 document required</b>
Full or provisional driving licence	Electricity or gas bill
Passport	Council tax bill
Birth Certificate	Bank statement
	P45 or P60

Other forms of ID may be acceptable. At least one form of identification should contain the same signature that is on your application form or letter and one with a photograph. Please note we cannot release your data to you unless satisfactory proof of identification is provided.

If you would prefer to send us copies of your documentation, please provide us with '**certified**' copies. A professional person or someone well respected within your community, such as a solicitor, social worker, doctor, teacher or police officer (they must not be related to you or your partner), can certify documents by doing **all** of the following on each copy of the documents to be certified:

1. writing 'certified to be a true copy of the original seen by me' on the document;
2. signing and dating with their name printed underneath the signature;
3. adding in their occupation, address and telephone number.

Once we receive your request, we will acknowledge your request and try to respond as quickly as possible. In any event, you will receive all the information that has been located and can be released to you within one calendar month and an explanation for any information that cannot be provided at that time.

Upon receipt of a request, we must provide:

- information on whether or not the personal data are processed (processed means collecting, using, disclosing, retaining or disposing of personal data)
- a description of the data, purposes and who was given that data
- a copy of the data and, if necessary, an explanation of any codes/jargon contained within the data.

We must respond to Subject Access Requests within one calendar month from receiving the request.