**GLASGOW LIFE**

**FORM 1- GUIDANCE FOR DATA SUBJECT ACCESS REQUEST FORM**

**If you wish to make a Data Subject Access Request to Glasgow Life you should read this guidance note and then complete the enclosed form.**

When making a Subject Access Request you must:

* supply information to prove who you are (to eliminate risk of unauthorised disclosure)
* provide as much detail as possible regarding the information you wish to access (e.g. where and by whom information is believed to be held, specific details of information required).
* you are not required to state **WHY** you wish to access the information: the details we require are merely those that will aid the efficient location and retrieval of information.

You must provide one proof of identity document (e.g. current full or provisional driving licence, passport, birth certificate) **and** one recent document with proof of address (utility bill, council tax bill, bank statement, P45/P60).

This list is not exhaustive and other forms of identification 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 that Glasgow Life will not be able to comply with any requests received unless satisfactory proof of identification is provided.

We require you to send us **‘certified’** copies of your documentation. 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 Glasgow Life receives a Subject Access Request, all efforts will be made to fully comply within one month of receipt of your request. If we are unable to comply with your request within one month we will inform you and explain why the extension is necessary.

Please send Form 1 – Data Subject Access Request Form and relevant attachments to [foi@glasgowlife.org.uk](mailto:foi@glasgowlife.org.uk)

**GLASGOW LIFE**

**FORM 1- DATA SUBJECT ACCESS REQUEST FORM**

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| Under the UK General Data Protection Regulation, you have a right to access data relevant to you. If you wish to access data about someone else then you shall require their written consent, which you must make available to us. You may be committing an offence to seek data about other individuals without their consent.  Please complete this form and return to: [**foi@glasgowlife.org.uk**](mailto:foi@glasgowlife.org.uk) | |
|  | |
| **Part 1 Personal Details - *we may make additional checks to verify your identity.*** | |
| Name: | |
| Present Address: | |
| Telephone number: | Date of Birth: |
| Length of time at this address: | |
| If less than two years, please provide previous address: | |
| **Part 2 The Data you wish to Access** | |
| Please give us details of all the personal data you would like to access in the box provided below.  It would help if you could tell us which part of Glasgow Life (department/ service area) holds information about you. **We ask that you be as specific as possible**.  Please provide all relevant details of the personal data you wish to access: | |

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| Which Department/Service might hold the data you are searching for (if known):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Do you know which records/ forms your data may be held in (if known):  ­­­­­­­­­­**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  ­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Any additional information which may help the data protection officer find your personal data:  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  ­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Please provide details of any reference numbers that will assist us to locate the information you require.  Reference number(s):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **How we process you personal data**  Under the UK GDPR, you are also entitled to receive information about how the Council processes your personal data, including:   * The purpose of processing? * The legal basis for processing your data? * Who this data has been shared with? * The categories of personal data concerned? (name, address, DOB, gender, national insurance number, telephone number) * The period for which your data will be stored?   Please indicate below if you would like to receive this information (delete as appropriate):  **Yes, I would like to receive this information**  **No, I would not like to receive this information** |

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| **Part 3 Declaration** | | | | | | |
| Declaration:  I request access to the personal data indicated above and have enclosed the required 2 proofs of identification.  I confirm that I am the Data Subject and am not acting on behalf of someone else. | | | | | | |
|  | Signed: | | | Date |  | |
| This section to be completed by persons other than the Data Subject, and acting on behalf of the Data Subject: | | | | | | |
| Declaration:  I confirm that I am acting on behalf of the data subject and have submitted proof of my identity and authority to receive this data: | | | | | | |
| Name: | | | | | | |
| Present Address: | | | | | | |
|  | Signed: | | Date | | |  |
|  | | | | | | |
| OFFICE USE ONLY:  ACCESS REQUEST AUTHORISED: YES / NO  SIGNED:  DATE: | | REASON IF REFUSED: | | | | |

**Glasgow Life**

**Subject Access Request Privacy Statement**

**Who are we?**Glasgow Life is a charity that delivers cultural, sporting and learning activities on behalf of Glasgow City Council. Glasgow Life is a charity and the operating name of Culture and Sport Glasgow.

Glasgow Life and its sub brands:

Glasgow Arts

Glasgow Communities

Glasgow Events

Glasgow Libraries

Glasgow Museums

Glasgow Music

Glasgow Sport

Young Glasgow

are operating names of Culture and Sport Glasgow ("CSG"). CSG is a company limited by guarantee, registered in Scotland with company number SC313851 and having its registered office at 38 Albion Street, Glasgow G1 1LH. CSG is registered as a charity with the office of the Scottish Charity Regulator (No SC037844). It operates and carries out its activities under the name Glasgow Life and/or the above sub-brands.

Culture and Sport Glasgow (Trading) CIC ("CSG CIC") is a community interest company, registered in Scotland with company number SC313850 and having its registered office at 38 Albion Street, Glasgow G1 1LH.

**Why do we need your personal information and what do we do with it?**

You are giving us your personal information to allow us to process your Subject Access Request and provide you with a response. We will also need to process your personal information if you ask us to review the way that we have handled your Subject Access Request or if you make a complaint to the UK Information Commissioner. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

**Legal basis for using your information**

You are entitled to make a Subject Access Request for information that we hold about you as part of our role as your local authority. You can find more details of our role on our website at www.glasgow.gov.uk. Processing your personal information is necessary for:

(i) the performance of a task carried out in the public interest by the council; and

(ii) the compliance with our legal obligations under the Data Protection Act 2018.

Where you provide us with more sensitive personal information about you we will process this information for reasons of substantial public interest as set out in the Data Protection Act 2018.

**Who do we share your information with?**

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services.

This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

Where you make a complaint to the UK Information Commissioner we are legally obliged to share your information with them.

**How long do we keep your information for?**

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

You can view this on our website at or you can request a hard copy from the contact address stated above.

**Your rights under data protection law**

* Access to your information - you have the right to request a copy of the personal information that we hold about you.
* Correcting your information- we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
* Deletion of your information-you have the right to ask us to delete personal information about you where:

I. You think that we no longer need to hold the information for the purposes for which it was originally obtained.

II. You have a genuine objection to our use of your personal information - see *‘objecting to how we may use your information’* below.

III. Our use of your personal information is contrary to law or our other legal obligations.

**Objecting to how we may use your information**

You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

**Restricting how we may use your information**

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

**Complaints**

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at:

Information Commissioner's Office,

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

By phone on 0303 123 1113 (local rate) or 01625 545 745.

Visit their website for more information at- https://ico.org.uk/concerns