

INDIVIDUAL'S RIGHTS SERIES:

2. THE RIGHT TO SUBJECT ACCESS (GENERAL)

YOU

WRITE TO THE ORGANISATION

You are entitled to access personal information about yourself. Tell the organisation which information you want. Be as specific as possible. You don't have to tell them why you want it.

The organisation may seek further information from you asking for evidence that you are who you say you are. If you are acting on behalf of another person, your request should include written authority from that person.

WAIT FOR A REPLY

The organisation have a duty to respond to you within a maximum of 4 weeks. They should either provide the information, or let you know why they will not provide it.

THE ORGANISATION

NON-RESPONSE

The organisation should respond as soon as possible telling you either:
a) Why they are NOT providing the information.
If you are not satisfied with the non-response, contact the Office of the Information Commissioner

OR

RESPONSE

b) Provide you with the information at their earliest opportunity, but no later than 4 weeks from receipt of your request.
The organisation should not charge you for the request. However they may charge for additional copies that you ask for.

THEY MUST TELL YOU...

1. Why they are processing your personal information
2. The types of information they hold about you
3. Who they may disclose it to
4. How long they keep it for
5. That you have rights in relation to rectification, erasure or restriction of the processing
6. That you can complain to the OIC
7. Where they obtained the information
8. Whether they have made decisions about you using automated means.

THEY MUST GIVE YOU...

A copy of the personal information they hold **ABOUT YOU** in a clear manner that you can understand. Be aware that the entitlement is for a copy of the **information**, not a copy of the original document. It may also be redacted to protect the identity of other people. If you are asking for the information for a legal dispute, you may not get everything you need.