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# Making a subject access request

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## Accessing the information we hold about you

If you would like to know what personal data we hold about you, you can request this by making a subject access request.

This request can be made verbally, but it is helpful if you make the request in writing. You can send us a letter, but we do provide a form to make this easier. This helps us to verify your details, determine if any specific areas are to be searched and create a record of your request.

[Blackpool Council subject access request form \[PDF 94KB\]](#)

If you are asking a solicitor or similar to contact us on your behalf, they must include a letter of authority signed by you.

When you contact us we ask you to provide 2 official forms of identity to verify who you are, your date of birth and your address.

Examples of acceptable identity are:

- Current household bill such as council tax or utility bill
- Driving licence
- Passport
- Birth certificate

You can email your request to: [DPA@blackpool.gov.uk](mailto:DPA@blackpool.gov.uk) or post it to: Data protection, Information governance team, Blackpool Council, P O Box 4, Blackpool FY1 1NA

If you make a request electronically, we will try to provide the information in a commonly used electronic format, unless you request otherwise. If the record is too large to send electronically we will contact you.

We will keep copies of your subject access request for 12 months to allow for any appeal or complaint unless we are required to keep it longer for another lawful reason.

## Requests for CCTV images

Our main CCTV system is now being monitored at varying times.

As we work with approved and vetted volunteers and partners, the times are not currently 'set'.

During the monitored times, the cameras will be moved and may capture specific images. At all other times the cameras will not be moved and we will 'park' them.

They will still capture images whilst in the 'parked' positions but will only capture images of the locations they are pointing at.

We are able to deal with requests and if you would like us to search for any potential images of you, we would advise you to use our subject access request form.

You should ensure that you include all details such as height, clothing or incident description, and a suitable photograph of you that will help us identify you.

We have separate processes for dealing with requests from solicitors or insurance companies.

Please read the document [CCTV06 - Legal or Insurance Request \[PDF 595 KB\]](#).

If you are making a request on behalf of a media organisation, please contact us at [DPA@blackpool.gov.uk](mailto:DPA@blackpool.gov.uk).

## Timescales

We are obliged to respond within 1 month (30 calendar days) from the day we receive your subject access request.

If your request is complex we may extend this by an additional 2 months but we will tell you if this applies.

We do try to respond as promptly as we can.

There may be occasions when we have to clarify information with you and if we do this, we may need to extend the timescale. If this is the case, we will tell you.

## Additional information

If you are requesting a second or further copy of information we have already sent to you, there is a charge. This will be calculated and we will tell you about this before we continue processing your request.

We will not be able to provide you with these copies until the charge has been paid.

If the scope of your request is very wide we may contact you to discuss this.

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