



Subject Access Statement

1. Introduction

This guide explains how to request access to the personal information held about you by Carn Brea Parish Council. Links are provided in this document for ease of access when viewed electronically. For printed copies, full web and email addresses are listed as Appendix A.

2. What are my rights?

Under the Data Protection Act 2018, you have the right to ask whether an organisation is processing your personal data organisation and to obtain a copy of the information it holds about you.

You also have the right to be told:

- The purposes of the processing and the legal basis for it.
- The categories of personal data concerned.
- The recipients or categories of recipients to whom the personal data has been disclosed.
- The period for which the personal data is to be held.
- That you have rights to rectification and erasure of personal data where, for example, factual information has been recorded incorrectly.
- That you have the right to lodge a complaint with the Information Commissioner's Office and the contact details of the commissioner.
- Any available information about the source of the personal data.

3. How do I get to see my records?

General information about how we use your personal data is available in our privacy notices. You may also request this information as part of your subject access request.

The Act requires you to put your request in writing and show proof of identity. We will not ask why you want the information however, it is helpful if you explain what information you are looking for so that we can process your request more quickly. To request access to your records please follow the process set out below:

1. Put your request in writing using the helpful guide in section 4.
2. Post, email or hand deliver your request to the contact details in section 13.
3. Make an appointment with the Clerk to provide proof of identity. Proof of identity is an official document with a photograph, such as a driving licence or a passport.

You will receive an acknowledgement within 10 working days.

We only use the information that you provide for us to process your request. We may need to share that you have made a request with other organisations if we hold information about you that they have supplied and we need to consult with those organisations regarding release of the information to you. Records of requests will be kept for 6 years after the closure of the request for operational, statistical and audit purposes.

Approved by Full Council on 18th June 2026 (Agenda Item 14)

4. Helpful guide to putting in a request

To help us process your request, please provide the following details:

- Your full name, address, date of birth and contact details.
- If you are making the request on behalf of another person, please also provide the full name, address, date of birth and contact details of the person whose information is being requested.
- Please explain the relationship between you and the person whose information is being requested and provide written authority where required.
- Describe the information you are requesting, giving as much detail as possible, including the types of records you are seeking, any relevant time period, and whether you want only specific documents.
- If you prefer to receive a paper copy of your information.
- Confirm in writing that you certify that the information you give is true and correct.

5. Is there a fee?

The information is normally provided free of charge, however we may charge a fee for additional copies of the same information. Upon request for additional copies, we will calculate the cost.

6. How long does it take for me to receive a copy of my records?

Your request will be dealt with without undue delay and at the latest within one month of the Council receiving the request.

7. Can my request be refused?

We can refuse your request if it is manifestly unfounded or excessive and we will provide an explanation if we do refuse it. The criteria for refusing a request includes:

- If the requester has made repeated requests for the same information over a short period of time (within one year).
- If the Council has taken all reasonable steps to locate and provide, subject to any exemptions, all of the information it holds about an individual, and nothing further can be provided.
- If the Council would need to process an unreasonable amount of other individuals' personal data in order to locate information about a particular person, such as by carrying out a search of all email records.

8. How is the information provided?

Wherever possible, we will provide the information electronically. If you would prefer a paper copy, please let us know when you make your request.

9. Will I see everything in my records?

Usually, you will see all of the information about yourself contained in your file. There are exemptions in the Data Protection Act and other legislation that mean that some things have to be redacted (blacked out) or withheld. These things can include:

- Information given in confidence.
- Legal advice.
- Information about other people ("third party data")

10. Can I change anything in my records?

If you believe there are inaccuracies in your records, you may raise this with us. Depending on the circumstances, the information may be corrected, or a note may be added to the record to show that you disagree with what has been recorded.

11. Can I request information on behalf of other people?

If you are making the request on behalf of another individual to access their information, we will need written consent from the individual to whom the data relates as well as their proof of identity.

If you have legal authorisation to act on behalf of an individual, for example under a power of attorney or as a litigation friend, you will need to provide evidence of that authority. The Council will contact you if further evidence is required.

12. What should I do if I am dissatisfied with how my information is being used?

If you are dissatisfied with how your personal information has been handled in response to your request, you should raise the matter with the Data Protection Officer, Paul Russell, whose details can be found in section 14.

You also have the right to complain to the Information Commissioner's Office about how your personal data has been handled. The contact details are provided in section 15.

We will do everything we can to put the matter right if the Council has not processed your personal data correctly.

13. Carn Brea Parish Council contact details

Name: Andrew Moyle-Browning (Parish Clerk)
Address: Carn Brea Parish Council, Treloweth Community Hall, Moorfield Road, Pool, Redruth, Cornwall, TR15 3QB
Email: [Clerk Email Address](#)
Telephone: 01209 313014

14. Data Protection Officer contact details

Name: Paul Russell
In Writing: Parish & Town Auditing Services, 2 School Villas, Crosslands, Tonedale, Wellington TA21 0AF
Telephone: 07772 657446
Email: [Data Protection Officer Email Address](#)

15. Information Commissioners Office contact details

Further information about making a request for your personal information is also available from the Information Commissioner's Office:

In Writing: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
Telephone: 01625 545 745
Website: [Information Commissioners Website](#)

Appendix A (Contacts List)

- **Clerk email address:**
clerk@carnbreaparishcouncil.gov.uk
- **Data Protection Officer email Address:**
audit@patas.co.uk
- **Information Commissioners Web Address:**
<https://ico.org.uk>