

Subject Access Request

You have the right to apply for a copy of the personal information we hold about you under the Data Protection Act.

Quick links

- [Pay online for a copy of your personal information](#)

How do I request information?

Requesting a copy of your personal information is easy. Here's how to do it:

- Download and complete the request form at the bottom of this page
- Pay the £10 subject access request fee. You can [pay online](#); post a cheque made payable to Leicester City Council to the address below; pay in cash at any customer service centre, or ask your legal guardian or solicitor to apply on your behalf.
- Provide photocopies of two forms of identification. You can download a list of acceptable documents at the bottom of the page.

Please do not send original documents in the post.

What happens after I request access to my information?

We will work with you to make the request reasonable so you can access the information which is most important to you. We will ask questions to identify what information you require and what your working and business connections are to it.

We may also ask you to provide further proof of identification. It is important that we do not send personal data to someone pretending to be you, so please do not be offended if we ask for ID. It means we are looking after your data carefully and checking it goes to the right person.

In all cases, we are required to respond within 40 calendar days of receiving your full request, either with the information required, or with an explanation of any delays.



What can we tell you?

You are entitled to be told whether we are using your personal data, or someone is doing so on our behalf.

You can then be given a description of the data involved; why it is being processed; who it may be disclosed to; the source of the information and the logic behind processing the information.

If no data is held, or the data falls into a category which is exempt from disclosure, you will be notified in writing.

What can't we tell you?

We may not be able to release some data to you, such as personal data which could prejudice the prevention or detection of crime; legal advice we have been given, or personal data identifying another person without their permission.

We're not obliged to comply with a request which simply states "I want everything the council holds on me."

We can't reply to verbal requests for information. The law says you must write to us or email us.

We will also not discuss other people's details with you, without written and signed authorisation from that person if they are not present.

To discuss someone else's details with you, we will need this signed permission, or a valid legal document such as a power of attorney.

Times we may give your information away

Sometimes we can, or have, to release information about you to our partners, or other professional organisations. Solicitors may request information under section 35 of the Data Protection Act, or the police may make a request under section 29.

You can find out how we process personal data by reading our [fair processing notice](#).

We currently do not charge for s29 requests, but we make a £75 administration charge for s35 requests. This fee is waived for not-for-profit organisations submitting requests on behalf of their clients. You can [pay your £75 fee online](#).

Access to CCTV footage

You can apply for CCTV footage of you to be released under the Data Protection Act. Reasons for footage to be released include to assist with criminal proceedings, or to resolve insurance claims after road accidents. If you want to make a CCTV request, contact us using the details at the bottom of the page.

Attachments

- [ID requirements for DPA request \[pdf – 282 Kb\]](#)
- [CCTV footage request \[pdf – 236 Kb\]](#)
- [Information request form 2015.pdf \[pdf – 17 Kb\]](#).