

**Arkenstall Village Centre**  
(Registered Charity No. 300394)  
**7 Station Road, Haddenham, Ely, Cambs CB6 3XD**

**Application for Access to Personal Information**

**1. Introduction**

Everyone has a right to request of the Arkenstall Village Centre (AVC) a copy of the personal information held about them. A person whose personal information is held is often referred to as the '**data subject**'. A request for personal information is called a '**subject access request**' or **SAR**, and the AVC is required to respond to a valid SAR within one calendar month. Sometimes information can be withheld because the law either requires or allows it. These circumstances are called '**exemptions**'.

A SAR can be submitted by any means, i.e. by post, by email or even verbally (although copies of personal ID will still be required) but whichever method you use, you must provide us with enough detail to allow us to locate the information you are seeking. Therefore the easiest and quickest way to make a request is by using this form.

**2. The information kept by the Arkenstall Village Centre**

Booking and invoicing information: a minimum of six years

Meeting minutes: permanently

Contact details for volunteers: one year after their most recent involvement

Personal information relating to participants in the Haddenham Pantomime: six months

CCTV recordings: 14 days

Covid-19 'Track and Trace' contact information (where held, but this is usually the responsibility of the hirer): 21 days

**3. What to expect if you make a SAR**

If you make a SAR to ask for copies of personal data held by the AVC, we will provide you with all the personal data you are entitled to under the Data Protection Act within the appropriate timescale. We can only supply copies of a specific individual's own personal data. If you request data from the AVC's car park CCTV system we can only provide specific personal data; we cannot provide details of other people or vehicles that you may be looking for. If footage is supplied, it will be edited to remove any data other than the specific personal data requested.

**4. Making a request for someone else's personal information**

A data subject can allow any other person, such as a relative or friend, to make a SAR on their behalf. If you are applying on someone else's behalf we will need you to provide written authority from the data subject and a copy of their proof of identity.

**5. Making a request for a child's or vulnerable adult's personal information**

As a general rule, we believe by the time a child reaches the age of 16 that they have capacity to make their own decisions and so to make their own request for information. Where an adult makes a request on behalf of a child or a vulnerable adult, we may (if appropriate) contact the data subject to discuss the request and make sure they are happy for the information to be shared with the requester.

**Office use only:**

Date SAR Form received:        /        /                      Date response due:                /        /

**SECTION 1**

Whose personal information do you want access to?

**My own**

Please tick and complete **sections 2, 4, and 6.**

**Or**

**Someone else's as I am acting on their behalf**

Please tick and complete **sections 2, 3, 4, 5 and 6.**

**SECTION 2 – DATA SUBJECT DETAILS** (Complete with your details if you are requesting information about yourself, or complete with the details of the person on behalf of whom you are requesting the information)

Title:                      First name:                      Last name:

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Home address including postcode:

E-mail address:

Telephone number:

**SECTION 3 – Only complete if you are requesting someone else's information**

Your title:              Your first name:                      Your last name:

Your email address:

Your telephone number:

**SECTION 4 – To be completed by all**

Please describe the personal information you wish to have access to. Please provide a specific date range (for example: CCTV footage on 01/03/21 between the hours of 09:00 – 12:00):

If the request relates to CCTV footage, please provide a physical description of the data subject and a full-face photograph (see section 6 below):

If the request relates to CCTV footage, please indicate whether you (or the data subject if you are requesting information on behalf of someone else) would be willing to view the footage at the Arkenstall Village Centre rather than be sent a copy:

Yes, I am willing to view any relevant footage at the Arkenstall Village Centre rather than have a copy of the footage

No, I would like a copy of the footage sent to my home address

**SECTION 5- To be completed by all****PROOF OF IDENTITY**

This is required to verify the identity and confirm the current address of the data subject. If you are acting on behalf of another person you will need to provide a copy of their documentation. (A Birth Certificate is only required if the data subject is under the age of 16.)

Please confirm which documents you will be providing by ticking the relevant boxes below.

**We require one from each list:**

Proof of address (dated within the last 3 months)	tick	Proof of Identity	tick
Council tax bill		Passport	
Driving Licence		Driving licence	
Bank statement		Birth Certificate	
Recent Utility Bill			

If your request is for CCTV footage we will also require a full face photograph of the data subject to enable us to correctly identify the subject and provide you with CCTV footage as requested.

**SECTION 6 – Only complete if you are requesting someone else's information****PROOF OF AUTHORITY:**

Where you are asking for access to personal information about another person you are required to prove that you have appropriate authority to do so.

**Please tick the relevant box and supply the relevant documentation as part of your request:**

- The subject is a child under the age of 16 and I am the child's parent/carer. I enclose proof of parental responsibility
- I am a legal representative and I enclose written authority from my client
- I am requesting the information on behalf of the individual (over the age of 16) and I enclose written authority from them, or power of attorney to act on their behalf

**OR**

- Other (please provide further details and someone will contact you to discuss the request)

**DECLARATION**

The information I have provided on this form is true. I understand that I must give the Arkenstall Village Centre information to allow them to verify my identity (and the identity of the data subject if different) and locate the information I'm requesting. I understand that the Arkenstall Village Centre does not have to comply with my request unless I do this.

Name:

Signature:

Date:

**HOW YOUR INFORMATION WILL BE USED**

The information provided as part of a subject access request will be shared with relevant persons to allow us to process the request. For further details of how we use your information and to understand your rights please visit [www.arkenstallcentre.org.uk/privacy-policy/](http://www.arkenstallcentre.org.uk/privacy-policy/) or email [dataprotection@arkenstallcentre.org.uk](mailto:dataprotection@arkenstallcentre.org.uk) to request a full copy of our privacy notice.

We will hold this information until you have been provided with the requested data (including CCTV footage if relevant) or notified the data is not available. This will be no longer than 30 days after making the request (unless an extension to the timescales has been agreed). After this, your information will be destroyed.

If you have requested to view CCTV footage at the Arkenstall Village Centre the Information provided as part of the subject access request will be destroyed within 30 days of viewing the footage.

**MAKING YOUR REQUEST**

Email [dataprotection@arkenstallcentre.org.uk](mailto:dataprotection@arkenstallcentre.org.uk) with scanned or electronic versions of this form and identity documents (and full face photo if the request relates to CCTV footage).

Or post to:

Data Protection Officer  
c/o Arkenstall Village Centre  
7 Station Road  
Haddenham  
Ely  
Cambs, CB6 3XD

## MAKING A COMPLAINT

If you would like to ask for a review of how your SAR was handled please email [dataprotection@arkenstallcentre.org.uk](mailto:dataprotection@arkenstallcentre.org.uk) within 21 days of the SAR response, explaining clearly and concisely why you are unhappy. The SAR and your concerns will then be reviewed independently of those who dealt with your original application, and we will then write to you with our findings.

If you have already had a review and are still dissatisfied, you can complain to the Information Commissioners Office: <https://ico.org.uk/make-a-complaint/>