



HISTORIC ROYAL PALACES

Subject Access Request

The General Data Protection Regulation gives any individual (or 'Data Subject') the right to request access to personal information held about them by an organisation, subject to exemptions. Such a request is known as a Subject Access Request.

If the Data Subject is unable to submit the request themselves someone else can place a request on their behalf.

If we hold personal information, we will give you a copy of the information in an understandable format, together with an explanation of why we hold it and how we use it.

How do I make a Subject Access Request?

Please write to us, providing the following details if possible:

- the personal information you want to access;
- where it is likely to be held;
- the date range of the information you wish to access.

To help us answer your request quickly and efficiently please complete a Subject Access Request form (supplied at *Annex 1*). This is designed to gather the information we need to identify you, communicate with you and locate data about you. You do not have to complete the form to make a valid request.

You will need to provide proof of identity. Proof can be a copy of one of the following:

- a current driver's licence
- current passport
- birth certificate

If you are making a request on behalf of someone else, please include proof of identity for yourself and the Data Subject. We also need a letter from the Data Subject authorising your request on their behalf.

The completed form along with proof of identity should be sent by email to:

mydata@hrp.org.uk.

Alternatively, you can post your form to:

The Company Secretary
Apt 39, Historic Royal Palaces
Hampton Court Palace
Surrey
KT89AU

Please mark all correspondence 'Subject Access Request'.



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When can I expect to receive a response?

We will provide information within one month of receiving your request. This period may be extended by up to a further two months if your request is complex. We will inform you within one month if we believe an extension is necessary and explain why.

We will provide the information free of charge. We may charge a reasonable fee where the request is manifestly unfounded or excessive, and particularly if it is repetitive. The fee will be based on the administrative cost of providing the information.

What if I am not satisfied with the response?

Please follow the steps below:

1. Contact us to see if we can resolve your concerns.
2. If you are still not happy you can request an internal review by writing to us asking for a review. Please contact the Company Secretary at the address above.
3. If you are not satisfied with the outcome of the internal review, or if you feel we have not met our obligations, you can write to the Information Commissioner at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Guidance on the General Data Protection Regulation and making a Subject Access Request can be found on the Information Commissioner's website: www.ico.org.uk.



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Annex 1

Historic Royal Palaces Subject Access Request form

Anyone wishing to request access to personal information held by Historic Royal Palaces (HRP) either on themselves or on someone else that has authorised them to make the request on their behalf, is requested to complete and return this form. Please note that where the term 'Data Subject' is used it refers to the person about whom the information is being requested.

1. Details of person requesting the information.

Full name

Address.....

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Postcode.....

Telephone number.....

Email

2. Are you the Data Subject?

Yes: If you are the Data Subject please supply evidence of your identity i.e. copy of your current passport, birth certificate or current driving licence and a stamped addressed envelope for returning this if in hard copy. If you are an employee of Historic Royal Palaces, or former employee, please provide instead your staff number (*Please go to question 5*)

No: Are you writing on behalf of the Data Subject with their written authority?

If so, that authority must be enclosed together with proof of identity of the Data Subject i.e. photocopy of the Data Subject's current passport, birth certificate or current driving licence and a stamped addressed envelope for returning this, if in hard copy. If the Data Subject is an employee of Historic Royal Palaces or former employee please provide instead their staff number. (*Please complete questions 3 and 4 before moving on*)

3. Details of Data Subject if (different to 1.)

Full name

Address.....

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Postcode.....

Telephone number.....

Email:.....



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4. Please describe your relationship with the Data Subject that leads you to make this request for information on their behalf.

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5. Please describe the information you seek together with any other relevant information. This will help us to identify the information you require. If possible, please include detail such as: the personal information you want to access; where it is likely to be held; the date range of the information you wish to access.

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I [insert name] certify that the information on this application form to Historic Royal Palaces is true. I understand that it is necessary for Historic Royal Palaces to confirm my /the Data Subject's identity and it may be necessary to obtain more detailed information in order to locate the personal data required. I understand that the period in which Historic Royal Palaces must respond to the request will not commence until it is satisfied upon these matters.

Signature:

Date:

Please return the completed form to:

mydata@hrp.org.uk.

Please mark all correspondence 'Subject Access Request'.



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Alternatively, you can write to:

Company Secretary
Historic Royal Palaces
Apt 39, Hampton Court Palace
Hampton Court
Surrey
KT8 9AU

Please mark all correspondence 'Subject Access Request'.

Documents which must accompany this application are:

- (a) evidence of your identity.
- (b) evidence of the Data Subject's identity (if different from above).
- (c) Where you are not the Data Subject, their authority for you to make this request.
- (d) stamped addressed envelope for return of proof of identity/authority document(s).

The data gathered in this form will be used to process your request for personal data under the Data Protection Act or General Data Protection Regulation. It will be held by Historic Royal Palaces' Company Secretary and may be transferred to other parts of Historic Royal Palaces for the purposes of verifying your identity or processing your request for data.