
karbon

homes

GUIDE TO ACCESSING YOUR PERSONAL INFORMATION - CUSTOMERS

1. Introduction

- 1.1 Karbon Homes Limited is registered with the Information Commissioner as a data controller under the Data Protection Act 1998 ('the Act'), because we hold and use the personal information you, our customers, give us in order to carry out our work as a housing provider. We have to be able to show the Commissioner that we keep your information safe and use it only as the law allows.
- 1.2 You have the right under the Act to get a copy of the information that Karbon holds about you. This is known as a subject access request.
- 1.3 You should be aware that there are 'exemptions' set out in the Act which may mean Karbon refuses to comply with your subject access request in certain circumstances.
- 1.4 Requests must be submitted in writing. You may write in by letter or email, providing relevant information; or you can use the form provided below.

2. Knowing what we hold about you – Subject Access Requests

- 2.1 You have the right to know what we hold about you (this is known as your 'personal data') and to ask for a copy of it.
- 2.2 You are only entitled to ask about, or see, your own information, in other words, the information that relates to you. In this setting, you are known as 'the data subject'. We may hold back information about other people, if it is included within your personal data and identifies who they are (for example, in a neighbour dispute situation). We protect your identity in the same way if other people request their personal data.

3. How to ask about your information

- 3.1 Asking for your personal data must be done in writing, either by letter, e-mail or using the form provided below.
- 3.2 Requests for personal information received through Social Media will not be accepted and you will be directed to write in either by letter, email or using the form below.
- 3.3 The process, as explained by the Information Commissioner, always requires us to validate that the request comes properly from you, before we can act.

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- 3.4 If you usually have help to contact us and have a 'nominated person' registered on our records, they can help you make your request and we will check with you that it is your wish to have the data. We will negotiate with you so that we may have clear evidence that they are acting on your behalf. If use of the form below is open to you, please do that to show they have 'authority to act on your behalf'.
- 3.5 You can ask someone to help you request your personal data, for example a solicitor, but you must provide a letter or fill in the form below, to show us that you give your permission for them to act on your behalf. This is known as a 'proof of authority to act'.
- 3.6 If due to disability you find it impossible or unreasonably difficult to make a request in writing and have no one to assist you, Karbon Homes are able to make reasonable adjustments to ensure that your request is answered and in a format that is suitable to your needs.
- 3.7 When requesting you should provide as much information as possible which should include your full name, address, date of birth and telephone number; so that we can identify that the request comes from you, and to help us to contact you about your request, if we need to do so.
- 3.8 Please give any information used by us to identify or distinguish you from others of the same name (tenancy reference number or former tenancy reference number; address or former address if you are no longer a resident with Karbon). If we are having difficulty identifying you, we will get in touch to discuss how we might manage that with you.
- 3.9 Make sure you identify clearly what information you are seeking. Set out details of the specific information you require and any relevant dates, for example:
- e-mails dated between date1 and date2; or
 - letters relating to a complaint you made and the date of the complaint.

4 Deadlines for Karbon to respond to requests

- 4.1 Karbon must provide information under a subject access request within 40 calendar days; or give you access to viewing it, if that is what you ask for. Once we have confirmed the request comes from you, and it is clear what information you want, the 40-day period begins. We will write to you to confirm the date by which we are due to provide the information. Wherever possible, we will aim to provide your information as soon as we can within the 40 days.

5. Keep a copy of your request and proof of posting

5.1 It is best to send your request by recorded delivery or by email, and you should keep a copy of the request and all other correspondence. Karbon will also keep a copy of what is received from you and as part of the request process will confirm in writing with you what you have asked for.

6. What you can expect from Karbon

6.1 If we need more information from you to carry out your request, we will ask for it quickly upon receipt of your letter or e-mail.

6.2 You can request the information in writing, or by e-mail; or you may ask to be allowed to view it and we will make special arrangements for you to do so, where possible. If we cannot provide the information in written form we will tell you this and explain why.

6.3 We aim to address all subject access requests fully and properly. We are allowed, however, if it would take 'disproportionate effort', to refuse to comply with a request. We will write to explain this to you, if this is an issue with your request.

6.4 Where your information contains information about another person, and we can ask them to agree to releasing their information, we will ask them; and if given permission will include the information in what we provide to you. Sometimes, it is not appropriate to ask their permission; or they may refuse to give it and it is for Karbon to decide what is to be included.

6.5 Information that might put at risk a criminal investigation or catching an offender will be withheld.

7. What to do if you are unhappy with our reply

7.1 If you believe the information sent to you is not accurate, you should write to Karbon again. You should indicate what you think is incorrect and say what you wish us to do about it. The Act allows us 21 calendar days to reply.

7.2 If you are still unhappy or have other complaints about what we have sent you, you should complain direct to the Information Commissioner's Office (ICO). Their address is provided below:

Information Commissioner's Office
Wycliffe House

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Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline: 0303 123 1113

- 7.3 The website of the ICO provides helpful guidance for individuals as well as organisations about all things relating to data protection, including making a subject access request. The website can be found at: www.ico.org.uk.
- 7.4 The ICO also provides templates of letters you can use if you feel Karbon has not responded to your subject access request properly.

Subject Access Request Form

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Under the Data Protection Act 1998, you are entitled to know whether we hold information about you. This means you can ask for a description of your personal data that we hold; what purposes we use the data for, and who we might share it with. You are also entitled to a copy of your personal data.

To enable us to respond efficiently to your request, please complete the section below:

Personal details	
Title: Mr / Mrs / Ms / Mx / Other : Full name:	DOB:
Any Previous Names you have been known by, e.g. a maiden name:	
Address:	Postcode:
Tenancy or Application reference number:	
Previous Karbon Homes addresses:	

We may contact you for more information to help us deal with your request, including making sure we have identified you correctly.

Please give a general description of the information you want:
Please provide the dates relating to the information you want:
Do you want a copy of the information?

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Please note: we may not be able to meet your request, or provide a copy of the information, in certain circumstances, e.g.

- If it would involve a 'disproportionate effort'; or
- If the law prevents us from doing so.

Data Subject Declaration

I confirm that I understand the above and I am the data subject.

Signed: Date:

The following section is to be completed ONLY where someone is acting on behalf of the data subject whose information is being requested.

I confirm that I am acting on behalf of the data subject and enclose proof of my authority to do so.

Title: Mr / Mrs / Ms / Mx / Other: Full name:	DOB:
Contact address:	Postcode:
Contact telephone numbers:	
Relationship to the data subject:	

Signed: Date: