

On the 25th May 2018 the rules around Data Protection are changing. The introduction of GDPR (General Data Protection Regulation) means that there will no longer be a fee for Subject Access Requests, and we must respond to you within one month.



CONTACT US:

Repairs: **01983 520353**

All other enquiries: **01983 525985**

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Subject Access Requests

Information
for Vectis tenants

SUBJECT ACCESS REQUESTS

Individuals who wish to gain access to personal data which VHA may hold and process in their name, are required to make a Subject Access Request (SAR).

WHAT AM I ENTITLED TO RECEIVE?

Under Section 7 of the Data Protection Act 1998, individuals can:

- Find out if we hold their personal information
- Gain an understanding of what we use this information for
- Request a copy of any personal information we may hold
- Establish who we may share the information with
- Request that we update and/or delete any inaccurate information
- Make an application for data to be permanently deleted



HOW DO I MAKE A REQUEST FOR PERSONAL INFORMATION?

You must make the request in writing (letter or email). You will be sent a Subject Access Form to complete. You must return the completed form along with 2 forms of identification. We cannot process your request until these have been received. If you have any difficulty in completing the form, please contact us for assistance.

IS THERE A FEE?

No, under the new GDPR regulations there will not be any charge.

HOW LONG DOES IT TAKE?

We must respond to your request within one month.

WHAT WILL I RECEIVE?

You will be entitled to receive the data which we hold and process in your name. This could include your tenancy agreement, support plans, next of kin information etc.

WHAT CAN I DO IF I AM UNHAPPY WITH THE RESPONSE

If you are unhappy with the Subject Access Response, please let us know the reasons why and we can review our response to you. You can contact us by phone, mail or email.



CONTACT US

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