Your rights
Anna Freud National Centre for Children and Families is fully committed to respecting individuals' right to access personal information held about them, in accordance with Chapter 3 of the Data Protection Act 2018. Under this legislation you are entitled a number of rights. These include the right to be:

- advised if your personal data is being processed;
- provided with details of the personal data being processed, the reason for processing and whether your data has been shared with any third parties;
- given details of the source of the data (where this is available); and
- given a copy of the information comprising the data.

Subject Access Requests
One of your rights under the legislation is the right of access. As a current or former user of our services, you are entitled to see what information we hold about you and be provided with a copy of this data. This is called a Subject Access Request and this leaflet explains how you can exercise this right.

How to make a request
You can make a Subject Access Request either verbally or in writing. Please note that we may ask you for additional information to clarify your request. You can contact us on the phone, write to us by letter, email or even social media, otherwise there is a simple form available on the back of this leaflet.

Making your request
In your request you should advise us who you are and what information you are requesting. Any additional information, such as names of staff who have worked with you, or dates you attended the Centre, will help us to more easily identify and locate your information, especially if you accessed our services some time ago.

Do we hold your information?
It is possible that we may no longer hold any information about you. We are legally obliged to retain personal information for a set number of years, after which it is securely destroyed.
Our obligations

Assuming we hold your personal information and that it can be released to you (see exemptions below), we have one month on receipt of request in which to supply you with the information. There is no charge for us to do this unless the request is deemed excessive.

The process

1. We receive you request and acknowledge it.
2. If necessary, we ask you to confirm your identity and supply additional information.
3. We confirm whether we hold the information and, if so, that it can be released.
4. We supply the information to you in your preferred format.

Exemptions

We endeavour to supply all information requested but, under the teams of the Data Protection Act 2018, some information is exempt from being disclosed. We will let you know if this applies to your information and explain why.

Support for you

We will send you a copy of the information or can make it available to you here at the Centre. Please state your preference when making your request.

Other languages and formats

If you would like this leaflet in a different language or format, please ask at reception or contact us:

Email: info@annafreud.org
Telephone: 020 7794 2313
Subject Access Request Form

I, __________________________________________, am making a Subject Access Request for a copy of the information held on me by Anna Freud National Centre for Children and Families.

I, __________________________________________, the parent or guardian of __________________________________________, am making a Subject Access Request for a copy of the information held on them by the Centre.

(please complete as appropriate)

a) I/my child was treated at the Centre from _________ to _________ and I would like to see my/their records from that period.

b) I am/my child is currently being treated at the Centre by __________________________, and I would like to see my/their records.

c) I/my child was involved in research or outreach activity at the Centre from _________ to _________, or as part of the __________________________ project and I would like to see the information held on me/them.

d) I was an employee at the Centre, from _________ to _________ and would like a copy of any information held about me by the Centre.

My preference is for:

a) a copy of my information to be sent to me.

b) attendance at the Centre to review the information held.

Signed: __________________________________________

Data subject/parent or guardian (delete as appropriate)

Date:

Our Patron: HRH The Princess of Wales

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