

Subject Access Requests

Information for current and former users

www.annafreud.org



Anna Freud
National Centre for
Children and Families

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 your 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 terms 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

The Anna Freud Centre is a company limited by guarantee Registered in England number 3819888

Registered office: Anna Freud Centre, 4-8 Rodney Street, N1 9JH Registered charity number 1077106