

## DATA SUBJECT ACCESS RIGHTS REQUEST FORM

If you wish to make a Data Subject Access Rights Request to Glasgow Life please read the specific privacy notice below along with our general privacy notice and the guidance note overleaf and then complete the enclosed form.

Please ensure you have been provided our ([general privacy notice](#)) for a form collecting personal information. You can also see our ([privacy statement](#)) on our website for further details on how we collect, use, share and store personal information.

**Specific processing purposes and legal basis, etc:** Subject Access Rights Request



**(controller) who we are:**

Glasgow Life, the operating name of Culture and Sport Glasgow, is the controller of personal information collected by us that is necessary for our processing purposes. See [contact us](#) for details of our data protection officer.



**Specific (purposes) why do we need your personal information and what do we do with it?**

- (1) You are giving us your personal information to allow us to process your Subject Access Rights Request and provide you (or a third party acting on your behalf) with a response. We will also need to process your personal information if you ask us to review the way that we have handled your Subject Access Rights Request or if you make a complaint to the UK Information Commissioner.



**Specific (sharing) who do we share your information with?**

Specifically we share your information with these organisations:

- Where you make a complaint to the UK Information Commissioner we are legally obliged to share your information with them.
- If you have mandated a third party to act on your behalf, on the basis of your consent, e.g. a solicitor



**Specific (legal basis) for using your information:**

- (1) Processing your personal information is necessary for the compliance with our legal obligations under the Data Protection Act 2018.
- (2) Where you provide us with more sensitive personal information about you we will process this information for reasons of substantial public interest as set out in the Data Protection Act 2018.

You can see a summary of how [your rights](#) are implemented for each [legal basis](#) used at: [www.glasgowlife.org.uk/privacy-rights](http://www.glasgowlife.org.uk/privacy-rights)



**(more information)**

You can find more details for Subject Access Rights Request at: [www.glasgowlife.org.uk/privacy-rights](http://www.glasgowlife.org.uk/privacy-rights) and more information about how we handle your personal information at: [www.glasgowlife.org.uk/privacy](http://www.glasgowlife.org.uk/privacy). If you need help in another format e.g. large print, braille or audio, please ask a member of staff, contact us or visit: [www.glasgowlife.org.uk/accessibility](http://www.glasgowlife.org.uk/accessibility)



**(contact us):** You can contact our data protection officer about any data protection matter by post at this address: c/o Data Protection, GCC, City Chambers, George Square, Glasgow G2 1DU, United Kingdom; by email at: [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk); and by telephone on: 0141 287 1055.

## Guidance

You are not required to state why you are making a Data Subject Access Rights Request however it will assist Glasgow Life if you make the request in writing and provide as much detail as possible regarding the information you are requesting e.g. where information is believed to be held and by whom, specific details of information required.

Please note that to eliminate the risk of unauthorised processing Glasgow Life will not comply with any request unless we can confirm your identity. If you need to confirm your identity you will be asked to provide one proof of identity document (e.g. current full or provisional driving licence, passport, birth certificate) and one recent document with proof of address (utility bill, council tax bill, bank statement, P45/P60). This list is not exhaustive and other forms of identification that have your signature and photograph may be acceptable.

You can take your form and proof of identity to The Mitchell Library, North Street, Glasgow G3 7DN (accessible entrance to the information desk is on Granville Street) from 9am to 8pm, Monday to Thursday, and to 9am to 5pm Friday and Saturday (Sunday closed). We will take copies of your proof of identity while you wait. The copies will only be retained to confirm your identity to the officer that will be dealing with your request and securely disposed of thereafter.

If you prefer to send copies of your documentation please provide 'certified' copies by a professional person or someone well respected within your community but not related to you or your partner (e.g. a solicitor, social worker, doctor, teacher or police officer). The documents must be certified in the following manner:

1. Writing 'certified to be a true copy of the original seen by me' on the document;
2. Signing and dating with their name printed underneath the signature;
3. Providing their occupation, address and telephone number.

When Glasgow Life receive a Data Subject Access Rights Request we will provide:

- Information on whether or not the personal data is processed (processed includes collecting, using, disclosing, retaining or disposing)
- A description of the data, purpose of processing and who the data is shared with.
- A copy of the data and, if necessary, an explanation of any codes/jargon.

When Glasgow Life receive a Data Subject Access Rights Request all efforts will be made to fully comply within 1 month. In the event that we cannot comply with your request in that time you will receive explanation which may include an extension.

Please note that you may be committing an offence if you submit a Data Subject Access Rights Request about another person without their consent or use false identity documents.



# GLASGOW LIFE

## DATA SUBJECT ACCESS RIGHTS REQUEST FORM

Under the General Data Protection Regulation (EU 679/16) and Data Protection Act 2018, you have rights to access, correction, deletion, restriction, objection to data processing that is relevant to you. If you wish to exercise any of these rights about someone else then you shall require their written consent, which you must make available to us. You may be committing an offence to exercise data rights about other individuals without their consent.

Please complete this form and return to (Contact Us): **DPO, c/o GCC, City Chambers, Glasgow, G2 1DU**

### 1. Personal Details - *we may make additional checks to verify your identity.*

Name:

Present Address:

Telephone number:

Date of Birth:

Length of time at this address:

If less than two years, please provide previous address:

### 2. The rights you wish to exercise:

Access:

Correction:

Deletion:

Restriction:

Objection:

Please provide all relevant details of the personal data you wish to exercise your access rights for:

Please provide details of any reference numbers that will assist us to locate the information you require.

Reference number(s):

### 4. Declaration

I wish to exercise my rights under the GDPR and Data Protection Act 2018 to the personal data indicated above and have enclosed the required 2 proofs of identification. I confirm that I am the Data Subject and am not acting on behalf of someone else.

Signed:

Date:

This section to be completed by persons other than the Data Subject, and acting on behalf of the Data Subject:

Declaration:

I confirm that I am acting on behalf of the data subject and have submitted proof of my identity and authority to receive this data:

Name:

Present Address:

Signed:

Date:

OFFICE USE ONLY:  
ACCESS RIGHTS REQUEST AUTHORISED:  
YES / NO SIGNED:  
DATE:

REASON IF REFUSED: