



MILKOM TOWN COUNCIL SUBJECT ACCESS REQUEST POLICY

Reviewed and Adopted: 25th February 2026

Review date: February 2028

INTRODUCTION:

Individuals have the right to know what data is held on them, why the data is being processed and whether it will be given to any third party. They have the right to be given this information in a hard copy. This is known as a 'subject access request' or "SAR".

What must be done in the event of a "SAR"

1. On receipt of a subject access request, it must be copied immediately to all councillors and the Clerk if a councillor has received the request.
2. The Clerk must correctly identify whether a request has been made under the Data Protection legislation.
3. The Clerk and the councillor, who receives a request to locate and supply personal data relating to a SAR must make a full exhaustive search of the records to which they have access.
4. All the personal data has been requested must be provided unless an exemption can be applied.
5. A response must be sent **within one calendar month** after accepting the request is valid
6. Subject Access Requests must be undertaken free of charge to the requestor unless the legislation permits reasonable fees to be charged.
7. Councillors must ensure that the staff they manage are aware of and follow this guidance.
8. Where a requestor is not satisfied with a response to a SAR, the Council must manage this as a complaint.

How to Action the Above:

1. All Councillors and The Clerk should be notified upon receipt of a request.

2. The Clerk must ensure a request has been received in writing where a data subject is asking for sufficiently well-defined personal data held by the council relating to the data subject. The personal data requested should be clarified with the requestor. They must supply their address and valid evidence to prove their identity. The council accepts the following forms of identification (*These documents must be dated in the past 12-months; +These documents must be dated in the past 3-months):

- Current UK/EEA Passport
- UK Photocard Driving Licence (Full or Provisional)
- Firearms Licence/Shotgun Certificate
- EEA National Identity Card
- Full UK Paper Driving Licence
- State Benefits Entitlement Document*
- State Pension Entitlement Document *
- HMRC Tax Credit Document*
- Local Authority Benefit Document*
- State/Local Authority Educational Grant Document*
- HMRC Tax Notification Document
- Disabled Driver's Pass
- Financial Statement issued by bank, building society or credit card company
- Judiciary Document such as a Notice of Hearing, Summons or Court Order
- Utility bill for supply of gas, electric, water or telephone landline +
- Most recent Mortgage Statement
- Most recent council tax bill/demand or statement
- Tenancy agreement

Adopted: 25th February 2026 Signed:..... (Chair)