

Access to Records

Information
held about
you and how
to see your
records



Access to your records

If you can't speak English you can call us on 0300 123 4040 and use our telephone interpreting service. Please tell them your language and your phone number so that they can contact you later. The interpreter will be present over the phone and will translate between you and the person who answers your call. The telephone interpreting service is available in over 180 languages.

BENGALI

আপনি ইংরেজি কথায় বলতে না পারলে আপনি 0300 123 4040 নামের আমাদের কল কেন্দ্রের সাথে ফোন করে আমাদের সাথে কথা বলতে পারবেন। আমাদের সাথে ফোন করে আপনার ভাষা জানিয়ে আমাদের সাথে কথা বলতে পারবেন। আমরা আপনার সাথে কথা বলতে পারব। আমাদের সাথে ফোন করে আপনার ভাষা জানিয়ে আমাদের সাথে কথা বলতে পারবেন। 180টির বেশি ভাষায় আমাদের সাথে ফোন করে কথা বলতে পারবেন।

CANTONESE

如果您不講英文，您可以致電 0300 123 4040，使用我們的電話口譯服務。請告訴我們您使用何種語言和您的電話號碼，稍後會再給您回電。口譯員會參與電話對話，在您和接聽您電話的人之間進行翻譯。我們的電話口譯服務共提供超過 180 種語言。

GUJARATI

તમે બોલી શકતા હો તો તમે અમને 0300 123 4040 પર ફોન કરી શકો છો તથા અમારી ટેલીફોન ઇન્ટરપ્રીટિંગ સેવાનો ઉપયોગ કરી શકો છો. મહેરબાની કરીને તેઓને આપની ભાષા અને સંખ્યા જણાવો જેથી તેઓ આપનો પછી સંપર્ક કરી શકે. ઇન્ટરપ્રીટર ફોન પર હાજર હશે તથા તે તમારી તથા તમારી સાથે વાત કરનાર વચ્ચે ભાષાંતર કરશે. ટેલીફોન ઇન્ટરપ્રીટિંગ સેવા 180 કરતાં વધુ ભાષાઓમાં ઉપલબ્ધ છે.

PUNJABI

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਬੋਲ ਸਕਦੇ, ਤਾਂ ਤੁਸੀਂ 0300 123 4040 ਤੇ 1 ਸਾ 6 ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਸਾਡੀ ਦਫਤਰੀ ਸੇਵਾ ਵਰਤ ਸਕਦੇ ਹੋ। 6 ਰਾਖਾ ਕਰਕੇ ਉਹਨਾਂ F ਆਪਣਾ ਭਾਸ਼ਾ ਅਤੇ ਨੰਬਰ ਦੱਸੋ ਤਾਂ ਕਿ ਉਹ ਬਾਅਦ ਵਿੱਚ ਤੁਹਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਣ। ਦਫਤਰੀ ਸੇਵਾ ਤੇ ਉਪਲਬਧ ਹੋਵੇਗਾ ਅਤੇ ਤੁਹਾਡੇ ਅਤੇ ਤੁਹਾਡੇ ਕਾਲ ਦਾ "d" ਦੇਣ ਵਾਲੇ ਵਿਅਕਤੀ ਵਿਚਗਲਬਾਤ ਦਾ ਅਨੁਵਾਦ ਕਰੇਗਾ। ਇਹ ਸੇਵਾ ਦੂਰਗ: Nਆ ਸੇਵਾ 180 ਤੋਂ ਵੱਧ ਭਾਸ਼ਾਵਾਂ ਉਪਲਬਧ ਹੈ।

URDU

اگر آپ انگریزی نہیں دیکھ سکتے ہیں تو آپ 0300 123 4040 پر کال کر کے ہمیں 134 ریڈ کی لمخت المتصل رکے تکسریب۔ ریہ مہربانی ان پینڈ زلمرواؤفن ریڈ 134 ریڈ اریہ رکریکس۔ لمجرتن وفن ریڈ وجود ویدگا روا آپ روا سار فکے ریلین ایت AC آپ کے وفن لک وجد اکتیہ۔ وفیلین نامجرت کی تمخ 180 زونیں ریہ دایتسبہ

What is a Subject Access Request?

Under the Data Protection Act 1998 an individual has the right to request all personal data that an organisation holds about them by making a Subject Access Request (SAR).

Why does the council keep records about me?

We advise and support thousands of people in Hertfordshire (adults and children), some over long periods of time.

By asking you to provide us with information about yourself we can ensure you receive the appropriate support and services you need. Our staff will normally tell you what information is being kept about you and are obliged to make sure it is accurate, relevant and up to date.

We recognise that the information you provide may be sensitive and we will respect your privacy. We have a legal duty to keep information about you confidential. This means we store it securely and control access to it. Records are available only to the professionals who are providing a service to you.

The council keeps records for varying periods of time, depending on the services provided.

You can see some of the information on your file without having to write to anybody – just ask. You and one of our staff may well have filled them in together.

Is there any information I cannot see?

As we treat all the information given to us in confidence, you might not be able to see certain things. Some files, such as social care files, contain information about people other than yourself. This information is known as 'third party data' and will be removed from the file unless it is known that you are aware of it or consent for disclosure has been obtained. Very rarely there may be some information on your records that the council will not allow you to have access to. The Data Protection Act (1998) and other guidance advise us when this should happen.

If the council does not allow you to see all the information that it holds about you we will tell you. We will also inform you what you can do about the decision.

Can I see other people's records?

You cannot normally see information about other people, including family members, unless they agree. You may, however, see information about yourself if it is held on another person's records.



A parent does not have an automatic right to information held about their child but can in certain circumstances make a request on their behalf. For example if a child is very young or unable to make their own request for some reason. Once the child reaches sufficient maturity, the child can exercise their own right. In England and Wales the age at which the child reaches sufficient maturity is judged to be the age of 12, but this may vary according to factors particular to that child. If a child or young person is not able to give consent, the

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council has to consider whether to refuse or limit access to the required information.

There is no age limit. Children and young people under 18 have the right to see their records and make their own request as long as they understand what they are doing in making this request.

What do I have to do if I want to see my records?

You, or someone who has your permission to represent you, should make a written request by email or post to the council. The contact details are at the end of this leaflet.

We will send you an application form and ask for proof of your identity and address. When we have received your completed application form with the required proof, we register your request and start to trace your records. The standard documents for proof of identity are copies of your passport or driving licence. Proof of your address could be a copy of a utility bill, a bank statement or a benefits book). If you are unsure what to send please call us and we will help you.

It may take some time to collect the information you ask for. Your records may be held at different sites or might be in our offsite archive.

If information supplied by other people is on your records, we might need to ask them to agree that it can be shared with you.

Please give us as much information as you can about the records you want to see; perhaps it is about a certain period of time or a particular service you have received.

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The Data Protection Act (1998) states that you should be given the information that relates to you within 40 days of the council receiving your completed application form and proof of your identity and address.



We will let you know when the information will be available as soon as we can.

We will make every attempt to trace any records concerning you. If your records are no longer available, for example they are very old and have been destroyed or did not exist in the first place, we will let you know as soon as possible.

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Where a request for information relates to a deceased person, this is considered under the Freedom of Information Act (2000). A request should be made in writing, identifying the name of the deceased person and the information required.

What can I do if I am not satisfied?

If you have a complaint about the accuracy of the information you receive, you can contact the Data Protection Team on 01992 588099.

If you are not satisfied with the action taken and you cannot resolve the matter with the county council, you can contact the

Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

www.ico.org.uk Email: casework@ico.org.uk

Telephone: 0303 123 1113

Contacting Hertfordshire County Council

For an application form to see your records, please contact:

The Data Protection Team

Hertfordshire County Council, Room C1

CHO150, County Hall, Pegs Lane

Hertford SG13 8DF

Telephone: 01992 588099

Email: data.protection@hertfordshire.gov.uk

Or you can download an application form from the link below:

<https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/access-the-information-we-hold-about-you/access-the-information-we-hold-about-you.aspx>

Hertfordshire - County of Opportunity

Our services include:

- Care for older people
- Libraries
- Support for schools, pupils and parents
- Fire and Rescue
- Fostering and adoption
- Support for people with disabilities
- Admission to schools
- Road maintenance and safety
- Protection for adults and children at risk
- Trading standards and consumer protection
- Household waste and recycling centres
- Support for carers

To find out about your local county council, visit:

www.hertfordshire.gov.uk

www.twitter.com/hertscc

www.facebook.com/hertscountycouncil

To find out who your County Councillor is and how to contact them, visit:

<http://cmis.hertfordshire.gov.uk/hertfordshire/CountyCouncillors.aspx>

You can access the internet for free at any Hertfordshire library.