



Please complete and return this form to:

Data Protection Officer Estuary Housing Association Ltd 8 <sup>th</sup> and 9 <sup>th</sup> Floors Maitland House Warrior Square Southend on Sea Essex SS1 2JY	Tel: 0300 304 5000	Email: dpo@estuary.co.uk
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## Subject Access Request Form

Please complete this form if you wish to make a formal request to receive a copy of personal information held by Estuary Housing Association Ltd.

This form should not be used for general enquiries, such as repairs requests, leasehold, tenancy or rent queries. Please contact our Central Services Team on the above number who will direct your enquiry to the appropriate person/team.

For further guidance on making a Subject Access Request, please refer to the additional information provided on Page 5.

### Section A: Your Details (the person making the request)

Full Name ..... Tenancy Reference .....

Address .....

.....Postcode .....

Home Telephone ..... Mobile .....

Email .....

- Are you:
- a) A current or former Estuary tenant or service user
  - b) A current or former member of Estuary staff
  - c) Other – please tell us your connection with Estuary
- (please delete as necessary)*



Please indicate under which service(s) your request falls and what data/documents you would like to see:

Service	Information/documents you are requesting
Lettings and transfers	
Anti-social behaviour	
Setting of Rents and Service charges	
Collection of Rent or service charge	
A Complaint you have made	
Tenancy/Support Service	
Nursery	
Sales and Marketing	
Support & Care services	

Other (please specify)	
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Please use this space to provide any further details to help us locate the information you are requesting. (Continue on a separate sheet if necessary).

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**Section D: Declaration**

I certify that the information provided on this form is correct. I understand that it may be necessary to confirm my/The Data Subject's identity and provide more detailed information before disclosing any data.

Signed .....

Name (please print) .....

Date .....

<b>Office use:</b>
Date request received:
Date SAR completed:
Notes:

**Additional Information:**

Please note:

- Information requested on behalf of the Data Subject can only be processed if written consent is enclosed with this form.
- Information can only be sent to current Estuary residents at their registered address.
- Non Estuary residents and representatives must produce evidence of identity and address before viewing information ( See Fig 1.0 below)
- The person requesting this information will be contacted to discuss the most suitable option for receiving this data.
- Estuary will not normally charge you for this service. A fee may be charged for excessive requests, or where individuals request further copies of their data following a request.
- We will action your request within one calendar month of receipt.
- Where appropriate Estuary reserves the right to obscure or suppress information that relates to third parties
- The personal information provided to enable us to process your Subject Access Request will only be used for this purpose.

## Figure 1.0: List of Acceptable forms of identification

Personal Identity:	Current Valid (signed) full UK or Overseas Passport Current valid EEA Member State ID card Current Residency Permit issued by Home Office Current full UK Driving Licence Current UK/EU Photo card Driving Licence Current State pension book/notification letter Current benefits agency book/letter Current years Inland Revenue Tax Code Notification
Address Verification:	Recent utility bill (mobile phone bill not acceptable) Mortgage statement or redemption statement Council Tax bill
Address verification cont/d	Current UK/EU Photo card driving licence House or motor insurance certificate Current State Pension book/notification letter Current Benefits Agency Book/letter Current Local Authority Rent card, Rent Book or Tenancy Agreement. Bank/Building Society/Credit Union Statement or Passbook Solicitor letter confirming completion of house purchase or land registration Credit card statement