

## How to make a Subject Access Request (SAR) for your personal information held by the Department of Infrastructure

This application form can be used to request any personal information held by any Division of the Department of Infrastructure (DOI)

### YOUR RIGHTS

You have a right to be told whether the DOI hold any personal information about you (your 'personal data') and a right to have a copy of that information, unless any exemptions apply. This must be provided to you within one calendar month. However, this period may not commence until we have received all appropriate information necessary to process your application and satisfactory proof of your identity.

There are NO application fees for these requests. However an amount may be charged, based on reasonable administrative costs, where there are repetitive requests, where a request can be deemed excessive or manifestly unfounded. Information shall be provided in an electronic form unless otherwise requested.

Where you agree, we may try to deal with your request informally, for example by providing you with the specific information you need over the telephone

### HELP AND ASSISTANCE

This form is not compulsory but is designed to provide some help in how best to refine your request to ensure we can help you find what you really want. If you require any advice or guidance in completing this application, or if you wish to discuss any aspect of your request, please contact:

The Data Protection Officer  
Department of Infrastructure  
Sea Terminal Building  
Douglas  
IM1 2RF  
Tel: 01624 686785  
Email: DPO-DOI@gov.im

### EXEMPTIONS

The provisions of Data Protection Legislation means that in certain circumstances you may find that not all of the information held about you has been provided. For example, you will not be provided with personal data if releasing it to you would be likely to prejudice (harm) the detection or prevention of crime, or criminal investigations; if the data is part of negotiations, or where that information identifies other individuals.

More information on current Data Protection legislation, your rights and the process of a Subject Access Request (SAR) can be found on the Information Commissioners website <https://www.inforights.im/>

### WHAT TO DO NEXT

The form is to assist the access process. It is advised that you provide as much information as possible regarding the type of information you wish to be supplied to assist the DOI to:

- a. identify you - for example, an account, staff, customer, application number or any reference (if you are requesting CCTV, further information will be essential; location of camera, time and date, and an up-to-date image to identify you), and
- b. narrow the scope and manage the size of a request. In particular by date or time period, and also to ensure searches include the correct subject, division or group of people

## COMPLETE SECTIONS 1 AND 2 OF THE FORM, SIGN DECLARATION AT 3, AND USE 4 AS A CHECKLIST

Fields marked \* are mandatory to help us identify the you (the Data Subject) as an individual

1. You are not entitled to information identifying another individual, unless that person agrees and gives their written consent. If you are applying on behalf of someone else you must enclose a signed letter of consent from that person, authorising you to act on their behalf.
2. Proof of Identity - the DOI needs to be reasonably satisfied that you are who you say you are and have sufficient detail and proof of your identity. An application should be accompanied by at least one form of identification. Ideally this will show a combination of your name, date of birth, signature and/or address (for example, Driving Licence, Passport, Medical Card, Birth/Adoption Certificate, Bank Statement or Utility Bill). This can be scanned and sent via email (in an acceptable format – word, PDF, jpeg etc). Please do not send original documents as these will not be returned. However, we reserve the right to request additional or original documentation in some cases. Where we request original documents, they will be returned by registered post.
3. The completed form, with proof of identity and/or any support documents can be emailed direct to the Data Protection Officer at: DPO-DOI@gov.im. Alternatively, you can hand deliver or post your application to the Sea Terminal address supplied.

***Failure to supply any of the above items may delay the processing of your application.***

### WHAT HAPPENS NEXT?

The DOI will confirm your application by email and process your request. If you do not have or supply an email address, you must supply an appropriate contact method (phone number etc) so we may clarify any queries and also arrange an alternative method of secure transit for your disclosure.

### YOUR PRIVACY

The information you provide in your application will be used for processing your subject access request and any associated purpose, for example, communications with the Information Commissioner's Office.

We will contact you in the event that we require additional documentation, information or clarification.

We will store all basic Subject Access requests for a maximum of 12 months from completion, unless there are any subsequent commissioner appeals, tribunal or any resulting legal actions. We also maintain a basic log of all requests, and an outline of the each response, to assist with any future applications. Please see our website [DOI Data Protection](#) for our full Privacy Notice.