

## Data Subject Access Request Form

Under the Data Protection Act 2018, you have a right of access to your personal data and to check the accuracy of that data by making a Data Subject Access Request.

We will also provide you with information about any processing of your personal data that is being carried out, the retention periods which apply to your personal data, and any rights to rectification or erasure, restriction or objection to processing that may exist.

The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request. You are not obliged to complete this form to make a request, but doing so will make it easier for us to process your request quickly. You can email or send a letter outlining your request and you can also make a subject access request verbally, but we recommend you put it in writing if possible because this gives you a record of your request.

*Please read appendix before completing the form - Making a Data Subject Access Request (DSAR) Useful Information.*

### SECTION I: Details of the person requesting information

First name(s): \_\_\_\_\_

Family Name/Surname: \_\_\_\_\_

Current address/postcode: \_\_\_\_\_

Contact telephone number(s): \_\_\_\_\_

Email address: \_\_\_\_\_

#### Are you the data subject?

Please tick the appropriate box

Yes

No, I am acting on behalf of the data subject. I have enclosed the data subject's written authority

Please go to section 2

To ensure we are releasing data to the right person we may require you to provide us with proof of your identity and of your address. Please also advise, if you have been or are known by any other name(s).

**If we are not satisfied you are who you claim to be or the identity of who you are acting on behalf of, we reserve the right to refuse to grant your request.**

**SECTION 2: Details of the Data Subject** (if different from section 1):

First name(s): \_\_\_\_\_

Family Name/Surname: \_\_\_\_\_

Current address/postcode: \_\_\_\_\_

Contact telephone number(s): \_\_\_\_\_

Email address: \_\_\_\_\_

Is the data subject a child? YES/NO\* | If yes date of birth \_\_\_\_\_

Do you have parental responsibility? YES/NO\* |

\*delete as appropriate

Proof of parental responsibility, for example, a birth certificate may be requested in addition to the data subject’s own identification.

**SECTION 3: Personal information sought?**

Please describe the information you are seeking. Please provide any relevant details you think will help us to identify the information you require.

Please note that if the information you request reveals details directly or indirectly about another person, we will have to seek the consent of that person before we can let you see that information. In certain circumstances, where disclosure would adversely affect the rights and freedoms of others, we may not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision. If any of the requested data is being held or processed under an exemption, such as national security or crime, it does not have to be provided.

While in most cases we will be happy to provide you with copies of the information you request, we nevertheless reserve the right, in accordance with Article 12 of the GDPR to charge a reasonable fee or refuse the request if it is considered to be “manifestly unfounded or excessive”. However, we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

#### SECTION 4: Disclosure of CCTV images

If the information you seek is in the form of video images captured by our CCTV security cameras, would you be satisfied with viewing these images?

YES  NO

Location required: \_\_\_\_\_

Period required: Date: \_\_\_\_\_ Time from: \_\_\_\_\_ Time to: \_\_\_\_\_

Please note it may not be possible to share images if doing so may interfere with the:

- Prevention and detection of crime
- Apprehension and prosecution of offenders

And giving you the information may be likely to prejudice any of these purposes

We are also unable to release CCTV of other people without their permission.

#### SECTION 5: Declaration

Please note that any attempt to mislead may result in prosecution.

I confirm that I have read and understood the terms of this data subject access request form and certify that the information given in this application to Isle of Man Post Office is true. I understand that it is necessary for Isle of Man Post Office to confirm my/the data subject's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

#### Documents which must accompany this application:

- Evidence of your identity if requested (see appendix)
- Evidence of the data subject's identity if requested, if different from above (see appendix)
- Authorisation from the data subject to act on their behalf (if applicable)
- Child - Proof of parental responsibility, for example, a birth certificate

Please return the completed form with document(s) listed above to, Isle of Man Post Office, Data Protection Officer, Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man, IM2 2NA.

If you have a query please contact the Isle of Man Post Office Data Protection Officer at the address above or by email, [dpo@iompost.com](mailto:dpo@iompost.com), or phone 01624 698485.

#### Correcting Information

If after you have received the information you have requested, you believe that:

- the information is inaccurate or out of date; or
- we should no longer be holding that information; or
- we are using your information for a purpose of which you were unaware;
- we may have passed inaccurate information about you to someone else;

Then you should notify the Data Protection Officer at once, using the contact details above stating the reasons you believe any of the above to be correct.

To lodge a complaint with the Isle of Man Information Commissioner, please refer to their website [www.inforights.im](http://www.inforights.im)

Isle of Man Post Office takes your privacy seriously. The information you provide on this form, will only be used for the delivery of the service and held in accordance with the Isle of Man General Data Protection Regulations. For the full Privacy Notice please visit [www.iompost.com/Privacy](http://www.iompost.com/Privacy)

## Appendix - Making a Data Subject Access Request (DSAR) Useful Information

### Your rights

You have a right to be told whether Isle of Man Post Office hold any personal information about you (your 'personal data') and a right to have a copy of that information, unless certain exemptions apply. This must be provided to you within a defined time period of one month from receipt of your request.

Requests are made under the Data Protection Act 2018 and the Data Protection (Application of General Data Protection Regulations (GDPR) 2018 as applied to the Isle of Man.

There will be no charge for these requests. However please be aware that an amount may be charged based on reasonable administrative costs where there are repetitive requests, or where a request can be deemed excessive or manifestly unfounded.

A response is to be provided normally within one month. In some circumstance or complexity this may be extended, In the event that an extension is required, the applicant will be notified as soon as possible of the delay.

### Guidance Assistance

Use of the application form is not compulsory; it is designed to provide some help in how you may wish to frame your request. If you require any advice or guidance in completing this form, or if you wish to discuss any aspect of your request, please contact the Isle of Man Post Office Data Protection Officer:

- By post - Isle of Man Post Office, Data Protection Officer, Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man, IM2 2NA.
- By email - [dpo@iompost.com](mailto:dpo@iompost.com)
- By phone - 01624 698485.

More information on the Data Protection Act and applied GDPR 2018, your rights and Data Subject Access Requests can be found on the Information Commissioners website <https://www.inforights.im/>

### Exemptions

The provisions of the 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.

If your request (or part of it) is refused because an exemption applies, we will explain this in our response insofar as the Data Protection Legislation permits us to do so.

More information about your rights to information we process, and the process for making a request for your information can be found on the Information Commissioners website [here](#)

### Next steps

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

- Identify you - for example, an account, staff, customer, or any reference number. 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;
- Narrow the scope and manage the size of a request and ensure you are clear in what information you are after.
- 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.
- Prove Identity - Isle of Man Post Office needs to be reasonably satisfied that you are who you say you are and have sufficient detail and proof of your identity. As such proof of identify may

be requested in relation to the data subject and if applicable the person acting on the data subjects behalf.

If you prefer not to use the form, an application in writing or verbally can still be made, ensuring that the supporting documents listed are supplied.

If you make your request electronically, the organisation will respond by the same method, unless you ask otherwise.

The completed application, with proof of identity if requested and/or any support documents should then be sent to Isle of Man Post Office, Data Protection Officer, Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man, IM2 2NA or alternatively by email to [dpo@iompost.com](mailto:dpo@iompost.com)

### **What happens next?**

Isle of Man Post Office will confirm your application has been received and process your request. Please ensure that an appropriate contact method is supplied so we can clarify any queries.

### **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 Office.

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

We will store basic Subject Access request for a maximum of 12 months from completion, unless there are any subsequent Commissioner appeals, tribunal or any resulting legal actions.

We do 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 <https://www.iompost.com/privacy-notices/> for our full Privacy Notice.

**For office use only**

DSAR reference number: \_\_\_\_\_

Application checked and legible?                      Yes                      No

Extra detail, clarity or information required:  
\_\_\_\_\_  
\_\_\_\_\_

Identification documents checked?                      Yes                      No

Reasonable identity confirmed by: \_\_\_\_\_

DSAR received by: \_\_\_\_\_ Date: \_\_\_\_\_

Other information: \_\_\_\_\_  
\_\_\_\_\_

Relevant date: \_\_\_\_\_ DSAR completion due by: \_\_\_\_\_

Extension Required: \_\_\_\_\_ If yes, reasoning: \_\_\_\_\_

\_\_\_\_\_