

Accessing information about yourself

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Quick request checklist - you will need to send us:

- your name and address
- two documents to prove your name and address ([refer to the list of suitable documents](#))
- as much information as possible about what information you want and where it might be (such as in a complaint file, a file number etc)

Please send your request to the [Freedom of Information \(FOI\) and Data Protection \(DP\) team](#).

What does the law say?

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The Data Protection Act 1998 requires the IPCC to keep 'personal data' (information we hold about you as an individual) private and confidential.

The Data Protection Act 1998 broadly gives you the right to:

- access information about yourself (unless an exemption applies) - this is called a 'subject access request'
- ask why the information is being held
- ask us to change incorrect information

[The full law is available to read online.](#)

Online guidance for the Data Protection Act is also available online: <https://www.gov.uk/data-protection/the-data-protection-act>
[http://www.ico.org.uk/for the public/personal information.](http://www.ico.org.uk/for-the-public/personal-information)

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A helpful guide to requesting personal information is available on the [Information Commissioner's Office website](#).

You will need to send the following information to the IPCC:

1. **Your name and address**
2. **Two documents to prove your name and address.** The IPCC takes the issue of information security very seriously and works hard to make sure that your information is handled properly and not wrongly shared with other people. You will therefore need to provide us with the following documents to make sure that we only send information out to the right person at the right address.

- We will ask for at least **two** documents: proof of identity **and** proof of address. You must provide one item off each list:
 - o Proof of identity:
 - passport (the pages with photograph and personal details)
 - driving licence (if you have a photocard driving licence, you will also need to include the paper document that accompanies it)
 - birth certificate issued at birth
 - adoption certificate
 - o Proof of address (must have your name and address on it and be **dated within the last three months. We cannot accept fax or email versions**):
 - utility bill (not including mobile phone bill)
 - bank statement (we cannot accept statements printed out from online banking)
 - credit card statement
 - landline phone bill
 - council tax bill
 - letter from a job centre or Department for Work and Pensions
 - letter from Her Majesty's Revenue and Customs
 - letter from the Ministry of Justice
 - letter from the Home Office
 - letter from the UK Border Agency
 - letter from a Probation Trust
 - letter from a Police Force

Copies of the above documents should be scanned in colour (black and white will not be accepted) and emailed to: foi@ipcc.gsi.gov.uk. Colour photocopies can be sent to us by post (black and white will not be accepted) at the address listed below.

If you have any problems with providing colour scans of documents or colour photocopies, your local library may be able to help you use its computers or photocopiers. To find out where your local library is, you can contact your local council.

3. **As much information as possible about what information you want and where it might be**, for example:
 - any complaint file numbers
 - any dates of correspondence, complaints or investigations
 - anything else you may know about the location of the file
 - a specific description of the information that you would like

Who do I send my request to?

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Send by post to:

The FOI & DP
Team IPCC
90 High Holborn
London WC1V 6BH

Or email: foi@ipcc.gsi.gov.uk

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How long does it take to process my request for information?

We aim to respond to you as soon as possible within 40 days from when we receive all of the necessary information and documents to process your request.

Will I receive all the information I request?

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Some information can be withheld under exemptions, such as:

- The information is not just your own personal data. The way in which information is recorded, you may be referred to as a group of people (such as a family) or your personal data is so mixed with that of other people that it cannot be separated without losing all of the meaning. We assess each sentence separately, but sometimes will consider that the information is not about you and will not release it. Exceptions can be made where the person is acting in an official or work capacity or has given us permission to allow you to see it.
- The information relates to an investigation and if released, will harm the investigation.
- The information is contained in advice given to the IPCC by its lawyers and attracts legal professional privilege. The legal system recognises that the relationship between a lawyer and a client must be kept safe to allow a frank exchange of views. Such communications have legal professional privilege.

What if I am unhappy with the reply?

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The Information Commissioner's Office (ICO) is responsible for making sure that organisations behave in accordance with the Data Protection Act. In the first instance, you may wish to complain directly to the IPCC by writing to the address above. Someone independent of the original case officer will review the reply and write to you.

If you are not happy with the reply, you may wish to complain to the ICO directly. Details of how to complain, along with contact details are available at on the [ICO website](#).