Information Governance
Support Services
by Stockport Council

Exercising Your Rights - Erasure

Version	Author	Policy approved by	Approval date	Review date	Changes made?
V1	IG Team	IG Team	15.06.2018	01.09.2019	No Changes
V2	IG Team	IG Team	01.09.2019	01.09.2020	No Changes
V3	IG Team	IG Team	23.09.2020	01.09.2021	Annual Review
V4	IG Team	IG Team	10.11.2021	01.09.2022	No changes
V5	IG Team	IG Team	28.10.2022	01.09.2024	No changes
V6	IG Team	IG Team	01.10.2024	01.09.2026	No changes

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Permanently deleting your record (Erasure - the right to be "forgotten")

Section 1 - Your details (Please note it is an offence to impersonate another individual)

First name(s)	
Surname	
Previous names (if applicable)	
Date of birth (dd/mm/yyyy)	
Daytime telephone number(s)	
Email address	
Address	
Postcode	

If you have lived at this address for less than 2 years, please provide any previous addresses below.

Are you requesting information about yourself? Yes ☐ No ☐

Section 2 - Your request

To make sure we understand your request, please specify which records require deleting and why you think this applies. You must meet one of the following criteria:

- you believe we are storing your personal information for longer than is necessary or in breach of a legal obligation that requires its erasure,
- you have decided to withdraw your consent and you ask us to erase your personal information where there is no other legal ground for processing,
- we have accepted an objection made by you to our processing of your personal information and you have further requested that we erase the personal information in question,

- you believe we are processing or publishing your personal information without a legal basis for doing so.

Section 3 - What we need from you

For all requests, we will need documentary proof that you are who you say you are (this is for security reasons to ensure we are dealing with you and that none of your personal information is accessed or interfered with by anyone else falsely claiming to be you)

Please make sure you provide at least two forms of identification. We can accept a copy of a passport, driving license, utility bill, council tax bill or bank statement showing your full name and current postal address.

On receipt of your request, we will send you a written acknowledgment. In some circumstances we may also ask for additional information if necessary.

If your request is for your child under the age of 13, we will require proof of parental responsibility. If your child is over the age of 13 then we require explicit signed consent allowing you access to their information.

Section 4 - How to evidence parental responsibility

The following would be accepted as proof of parental responsibility;

- birth certificate
- court order
- adoption record
- Special Guardianship Order (SGO)

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Section 5 - How to provide evidence

You can send scanned copies of your ID/consent/parental responsibility to our email address

[insert email address] or post to:

[insert postal address]

Section 6 - Declaration of the Data Subject

I confirm that I am the data subject named and I am requesting information relating to my own personal data. I understand that the information I have supplied will be used to confirm my identity and help locate the information I have requested.

Sign: Date:

Section 7 - Declaration of the Data Subject for agent to act on their behalf (if applicable)

I confirm that I am the data subject. I give permission for the person or organisation named below to act on my behalf in relation to my request. I have enclosed the evidence of my identity and confirm that I want my personal data to be sent to my representative at the address below. I understand that the information I have supplied will be used to confirm my identity and help locate the information I have requested.

Sign: Date:

Name of agent	
Relationship to Data Subject	
Address	
Postcode	
Email address	

Section 8 - Our response

We aim to respond to your request without undue delay and no later than one calendar month counted from the first working day after we are in receipt of your

request, and:

- proof of your identity, and
- any further information (where we have requested this from you) we need to process your request and/or locate and retrieve your personal information.

Where it is not possible to respond sooner and the last day before expiry of one calendar month falls over a weekend or on a bank holiday, the latest due date will be treated as the first working day after the weekend or bankholiday.

We will always try to reply to you as quickly as we can. If your request is complex, we may need to extend the length of time required to respond. If this applies, we will let you know before you expect to hear back from us. The law says we can extend the length of time to respond by a maximum of a further two calendar months.

For internal use only

Date Received	
Date Valid	
Due Date	
Responsible Officer	