

Data access request process

Please see the following process for making a request to access your personal data that we are holding.

An access request includes finding out what personal data we are holding about you, how we are using it, who we are sharing it with and where we got your personal data from.

1. Email Hannah Tomlinson(htomlinson@collaboratecic.com) and Gareth Bridges (gareth@involve.org.uk), with your request. In this request please include:
 - A clear label for your request
 - The date of your request
 - Your name
 - Up-to-date contact details
 - A comprehensive list of the personal data you want to access
 - Any details that will help us identify the personal data you want
 - How you would like to receive the information.
2. Hannah and Gareth will respond within 1 month of receiving your request, outlining any actions that have been taken in response to it. We will normally include:
 - What we are using your personal data for
 - Who we are sharing your information with
 - How long we will store your information and why we made that decision
 - Details on your rights to challenge the accuracy of your information, have it deleted, or object to its use,
 - Details about where you got your information from
 - What security measures are in place to protect your information
3. If you are not satisfied with the response, you can raise a complaint with us.
 - Please feel free to use [this form as a guide](#) to do so.
 - We will respond to your complaint within 1 month of receiving it.
4. If you are not happy with our response to your complaint, you can raise the issue with the Information Commissioner's Office (ICO). You need to do this within 3 months of our response to your complaint.
 - If they think we have not responded to your request as we should have done, they will work with us to solve the problem with you. Please refer [to this guide](#) to raise a complaint with the ICO.

Please note, we can refuse data access requests if your personal data relates to a crime, national security issue, collection of tax, or judicial appointments.