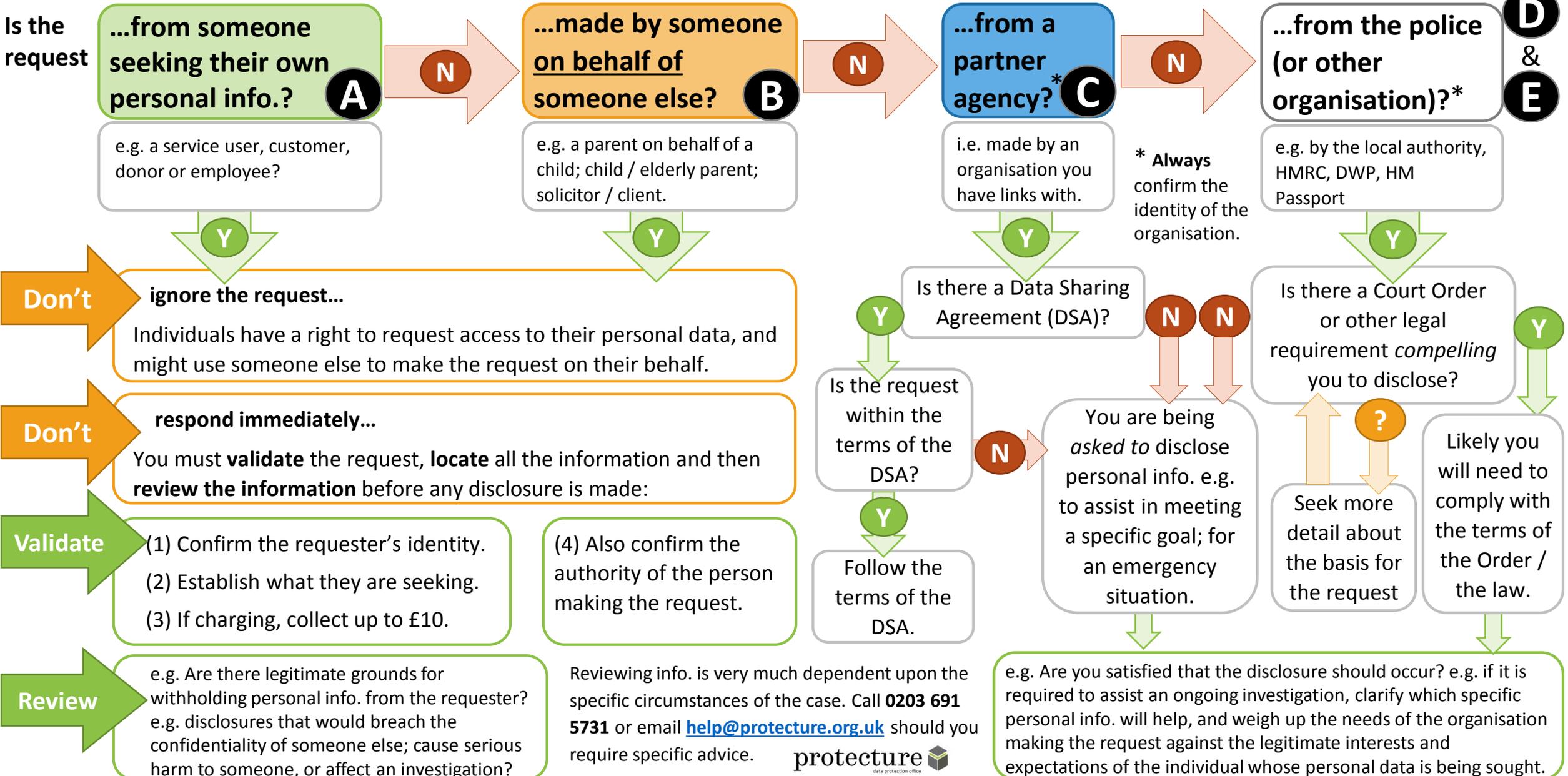


# Handling Requests for Personal Information



\* Always confirm the identity of the organisation.

Reviewing info. is very much dependent upon the specific circumstances of the case. Call **0203 691 5731** or email [help@protecture.org.uk](mailto:help@protecture.org.uk) should you require specific advice.

**A****B****C****D****E**

Requests can be made...	<b>By the individual themselves</b>	<b>On behalf of individuals</b>	<b>By partner agencies as part of a formal Data Sharing Agreement (DSA)</b>	<b>By an organisation <u>seeking</u> personal information</b>	<b>By an organisation <u>requiring</u> personal information</b>
Always confirm the following*	The identity of the person making the request	The requester's authority to make a request on the individual's behalf	That the request and planned disclosure follows the terms of the DSA.	The grounds on which they are asking you to make a voluntary disclosure of personal information.	The grounds on which they are compelling you to make the disclosure.
Examples	Proof of name and address (Passport, Driving Licence )	The signed consent from the individual.  Power of attorney.  Parental responsibility.	A DSA to cover the routine sharing, and/or emergency sharing of personal info. between two or more organisations working together.	The police outlining what personal information they need and what purpose it is intending to serve.	The police defining which law, regulation or other power requires you to disclose the personal information.
Issues to consider	If the personal information is very distressing, how will you ensure the disclosure is done in a way that assists the individual – e.g. in person, by a councillor or advocate?	Is the request being made in the best interest of the individual?  Was the consent fully informed and freely given? (e.g. did they understand what they were agreeing to release?)  Does the child have sufficient awareness and maturity to make their own request?	Is the DSA fit for purpose – e.g. has been reviewed recently; is it being followed?	You must strike the right balance between the individual's expectations (e.g. of confidentiality) and the needs of the organisation seeking the information.  Ask the organisation whether they are asking you to make the disclosure, or requiring you to do so? There is a big difference between the two.  Is the amount of personal information being requested proportionate to meet the stated purpose and nothing more?	

\*before discussing the request or disclosing information