

Subject access request guidance



Before making a subject access request, War Memorials Trust recommends that the Trust's [privacy policy](#) is read in full.

Making a subject access request

War Memorials Trust has created a template letter for individuals to use which you will find alongside this guidance on our website. This is not compulsory, but may make it easier for Trust staff to identify a request. If using the template please ensure you attach or enclose a copy of a form of ID such as a Passport or Driving Licence.

If not using the template, please send the following information for the attention of the Data Protection Officer, War Memorials Trust to info@warmemorials.org or by post at 14 Buckingham Palace Road, London, SW1W 0QP:

- Contact name
- Contact email (if applicable)
- Contact telephone number
- Contact address
- Proof of ID (Passport/Photographic Driving Licence)
- Proof of Power of Attorney (if contacting on behalf of a another individual)
- What data you require
- What format you would like the data in
 - a. Hard paper copy
 - b. Electronically - Microsoft document (Word/Excel depending on data)

War Memorials Trust will aim to respond to your request without undue delay and in any event within one month. If this time period needs extending due to complex or numerous requests, the Trust will let you know within one month of your request how long it will take to send you the required data.

Please note that if you have previously requested for your data to be deleted/removed from our records, or your data is older than our data retention periods, the Trust will be unable to fulfil a subject access request. This is because any identifying data will have been removed from our records. It is illegal for the Trust to try and re-identify an individual once their data has been deleted so any attempt to find such data will be against the law.

The Trust also may be unable to send you data if it also contains the data of another individual, as this may impact on their rights and freedoms. If the Trust is unable to send you your information for any of these reasons we will let you know within one month and explain the reason why.

If you require any further information on subject access requests please contact us on 0207 834 0200, at info@warmemorials.org or write to us at the postal address above.

If you would like to raise a concern about the Trust's practices, please contact the Information Commissioner's Office (ICO) on 0303 123 1113 or see further information at <https://ico.org.uk/concerns/>