

**Newport Live Subject Access Request**

The Data Protection Act 2018 and the General Data Protection Regulations give individuals a general right of access to personal data that relates to themselves. Access requests must be made in writing or on a [Subject Access Request Form](https://www.kaleisure.com/images/downloads/foi/KA_Leisure_Data_Protection_Act_Request_Form_032014.doc).

An individual must supply as much detail of the information that is being sought as possible, in order to locate the data requested along with proof that they are the data subject.

**You must include:**

* as much detail of the information that you are seeking as possible to locate the data requested e.g. which department/facility holds it and any reference numbers which you have
* proof that you are the data subject by providing two documents which prove your identity, this could include: a passport, driving license or a utility bill which should be less than three months old. At least one of the documents must contain your signature to compare it with the one on the form.

The application form and photocopies of your proof of identity should be sent to:   
**Newport Live - Subject Access Request**

**Regional Pool and Tennis Centre**

**Newport International Sports Village**

**Spytty Boulevard**

**Newport**

**NP19 4RA**

**Or email to:**[**enquiries@newportlive.co.uk**](mailto:enquiries@newportlive.co.uk)

**What happens next?**

The request will be acknowledged within **3 working days**. Newport Live will respond to your request **within 28 days**.

You will receive:

* A copy of all, or part, of the data held about you and an explanation why some data cannot be provided.
* Reasons why your data is kept.
* Details of who your data is shared with.

**Can I see all the information that is held about me?**

Usually you will be given a copy of all the information that Newport Live keeps about you. However, there are times when some information is withheld. This information can include:

* information about another member of your family, unless explicit permission has been given by that person.
* information which has been given about you by a person who does not work for or on behalf of the Company, unless again explicit permission has been given by such an individual.
* information which may prevent the detection of a crime or prosecution of an offender, or which may affect a legal matter such as care proceedings.
* information, which it is believed would cause you or another person, serious physical, mental or emotional harm if shared or disclosed.

**Asking for information on someone's behalf**

You can ask a third party representative to act on your behalf when making a Subject Access Request, such as, a solicitor, financial advisor, doctor, carer or family member. In this case, Newport Live must be satisfied that you have consented to this arrangement so we will ask your representative to demonstrate this.

**Parental and guardian rights**

In cases where data subjects are incapable of understanding or exercising their rights, for instance because they are too young, then Subject Access Requests may be made by parents or other persons who are legally able to act on behalf of the data subjects.

**What if I want to change or amend information that is held about me?**

If you believe that the information held about you in our records is incorrect you can request that it is removed or corrected. Newport Live will consider your request and may ask for further details or evidence to support it. If satisfied that the information we have is inaccurate Newport Live will make sure that it is either erased or amended.