

My Ref: PR-1284
Your Ref:
Contact: Information Officer/PB
Email: information.compliance@nottinghamcity.gov.uk



Nottingham
City Council

Information Compliance Team

Strategy and Resources
2nd Floor, Loxley House
Station Street
Nottingham
NG2 3NG

Tel: 0115 8763855

www.nottinghamcity.gov.uk

Private, Personal, Confidential

Addressee only

Luigi Miniello
(sent by email to:
request-696128-d134ba17@whatdotheyknow.com)

19 May 202

Dear Mr Miniello

Re: The Right to Erasure & Right to Object to Marketing

Thank you for your email request received by Information Compliance on 04 October 2020 in which you indicated that you wish to exercise your right to erasure in accordance with the UK General Data Protection Regulation 2018 ("UK GDPR").

Firstly, we are sorry for the delay in acknowledging your request. This was an administration error on our part. The team are currently processing a high number of requests and changes in how we are having to work remotely due to the current situation with the pandemic.

In your correspondence, you outlined your reason for your request as follows:

Right to Erasure

If there is no reason for continued processing of your personal information, then you have the right to request the deletion or removal of your personal information.

Right to object to marketing

If you have been receiving marketing from Nottingham City Council, you have the right to object to this and we will stop processing your personal data for this purpose.

Before we can progress your request we need some more information from you. Upon receipt of this additional information, we intend to respond to your request as soon as possible, but we will respond at the latest within one month. Where our search brings up personal data not only about the person who the information is about but also others, we will have to consider whether to supply the data, and if so, whether to do so on a redacted basis.

Should your request involve us having to conduct an extensive search for your information, and/or look extensively at a high volume of information, then we will extend the time for responding. At the latest, we will respond within three months of the request but will do our best to respond earlier. If we need to apply an extension, then we will write to let you know about this within one month of receiving the additional information that we need from you.

Before we can progress your request we need the following information from you:

- Your full name
- Your date of birth
- Your address
- Proof of your identity
- Proof of your address
- Letter of verification by a person of standing (only applicable if you are unable to provide us with valid proofs of your identity, address, and previous names)

Please note that we are only able to accept original or certified copies of documentation you provide to us as evidence. We are unable to accept non-certified copies or photographs of documents.

Please provide the information as soon as possible as we need it in order to progress your case. If we do not hear from you within 28 days we will assume you no longer wish to receive the information and your case will be automatically closed.

Providing Evidence of your Identity, Address, and Previous Name

To ensure we protect everyone's right to privacy, all PIRs made to Nottingham City Council are required to be accompanied by two forms of identification documents. We need to be satisfied as to the identity of the person making the request, and that any information we send to an individual is being delivered to the correct and most recent address, or to the address of their choosing.

Proof of address must not be older than three months and can be a:

- Bank, building society or credit card statement
- Household utility bill
- (Mobile) phone bill
- Council tax bill

Documents proving identity should not have expired, and display a photograph of the person's face. We accept the following documents as valid proof of identity:

- Passport
- EU identity card
- UK or EU driving licence

**Please note that a birth certificate is not valid proof of identity*

If you are unable to provide us with valid proof of identity and address, we may be able to accept a letter of verification by someone of standing, for example, a doctor, local councillor, Justice of the Peace, minister of religion, police officer, school teacher, social worker, solicitor or other person of similar standing. The letter of verification should be on letter-headed/office stamped paper or sent from an official work email address. The letter should state: the requester's full name, date of birth, address, how long they have known you for, what their relationship to you is, their name, their job title, and the name of the organisation they work for. Please note that any person who impersonates or attempts to impersonate another is committing a criminal offence.

Posting or showing us documentation in person and certified copies

Please note that at the current time, we are not able to meet you in person at Loxley House to verify your documents and we are not able to accept documentation by post.

We are currently able to accept certified copies of documentation by email. Documentation must be certified by someone of standing (for example, a social worker, doctor, local councillor, Justice of the Peace, minister of religion, police officer, school teacher, solicitor or other person of similar standing) certifying that the photocopy is a true copy of the original. The certified photocopy needs to be accompanied by the person's printed name, job title and official workplace stamp, a covering letter on official letter headed paper, or sent from their work email account. Please further note that any person who impersonates or attempts to impersonate another is committing a criminal offence.

Alternatively please send uncertified photocopies of ID etc to information.compliance@nottinghamcity.gov.uk and they will be reviewed by a Senior Officer. We may be able to start to process your request but you will be required to provide certified ID before we can disclose your information.

Please contact the Information Compliance Team by either email or phone if you have any questions or need further advice.

In all future correspondence please quote your personal reference number which is **PR-1284**.

The Data Protection Officer (DPO) will be responsible for overseeing the response to your request. Should you have any questions about your request, please contact the Information Compliance Team at the above address.

Yours sincerely

Information Compliance Team
Legal Services
☎: 0115 8763855