

ACCESSING YOUR INFORMATION

Have you or are you involved in the Children's Hearings System?

Do you know you have the right to ask for your information?

At SCRA, we want to make it as easy as possible for you to access information we hold about you.

You can make a Subject Access Request. It sounds complicated, but don't worry, we will do our best to help you.

WHAT KIND OF INFORMATION CAN YOU ASK FOR?

SCRA holds information such as Children's Reporter decisions and reports from social work, schools, the police, health and more (we have a guidance document with more detail if you want it.)

We only hold information about your life leading up to when you're 18 years old.

HOW DO I ASK FOR MY INFORMATION?

There is no form to fill in. All you need to do is to ask for the information.

When asking for your information, it is best if you contact us by email or by letter. This is so we can be sure what you are asking for and have an accurate record of it.

You can email us at: inforequest@scra.gov.uk. This mailbox is checked several times a day so that we pick up and deal with requests quickly.

Or send a letter to: Data Protection Officer, SCRA, Ochil House, Springkerse Business Park, Stirling FK7 7XE.

WHAT IF I'M NOT SURE WHAT I AM ASKING FOR?

If you are not sure what information you are looking for, a member of our Information Governance team (they are experts in protecting your information) will discuss with you what types of information are held by SCRA and what might be available to you.

HOW LONG WILL IT TAKE?

We have to get back to you by a month after you ask for your information (this is the law).

If your request is complex, SCRA can take an extra 2 months to complete the request but we will tell you within one calendar month if an extension is required. Examples of complex requests are often those involving information on multiple people, and/or where the information is held in different places, so things take a little longer. We will do our best to keep you up to date with your request.

KEEPING YOUR INFORMATION SAFE

We must protect your privacy and safety. This means that we need to be certain of who we are responding to so that we don't send personal information to someone who shouldn't see it.

So we always ask for ID. We will usually ask you for two proofs of your identity (e.g. copy of passport, driving license, utility bill, CitizenCard, Young Scot Card, railcard, etc).

Sometimes we will not need to do this – for example, if you make the request in person to a member of SCRA staff who knows you.

We will keep copies of ID documents for 6 months. These are held in a secure place.

ANY QUESTIONS? NEED MORE INFORMATION?

You can read our more detailed guidance document. There is a lot of information in there, so ask someone to help you if you are unsure or get in touch with our Information Governance Team.

Remember, it's your information. All you need to do is contact us and ask. We would love to hear from you!