

Subject access

Data Protection Act 2018



Request

Version 3.1

How to access information held about you on the Police National Computer (PNC)

By completing this form, you will receive a list of all information held on the PNC including arrests, criminal convictions, cautions, juvenile reprimands, final warnings, non-convictions and no further action (NFA) outcomes or a letter confirming that no information is held. If you require access to information that may be held about you on any other police records system in relation to specific incidents or offences (referred to as local information) please contact the data protection office for your local police force or visit the data protection section of their website.

If you require further details relating to any specific offence that may appear on your record, you will need to contact the relevant police force.

Disclosures for ACRO subject access requests only include checks on the Police National Computer (PNC). If you currently live or have lived in Scotland and require access to information that may be held about you on the Criminal History Scotland (CHS) database, you will need to make a separate request to Police Scotland.

Please read these instructions carefully – your rights

You have a right to be told whether any information is held about you and a right to a copy of that information, unless certain exemptions apply. This must be provided to you within one month. You will be provided with that information only if you have provided satisfactory proof of your identity.

Chief Constable's rights

The provisions of the Data Protection Act mean that in certain circumstances some personal data will not be provided. For example you will not be provided with personal data if releasing it to you would be likely to prejudice a criminal investigation, and we may not provide you with information that identifies other individuals. The information you provide on this form will be used for processing your request and for any other policing purpose.

Requests for information for employment purposes

ACRO does not provide PNC disclosures for employment vetting purposes. If you require a disclosure for employment purposes, and you live in England, Scotland or Wales, please contact Disclosure Scotland via their website www.disclosurescotland.co.uk If you live in Northern Ireland please contact AccessNI via their website www.nidirect.gov.uk

If you intend to work as a paid employee or as a volunteer for an organisation in the UK and your work will be bringing you in to contact with children or vulnerable adults please visit the [DBS website](#).

Certain employers and organisations such as recruitment agencies may attempt to exploit the subject access process by requiring individuals to use it to obtain a copy of their criminal convictions (or evidence that there is nothing held) as part of recruitment or continuing employment processes.

This practice is known as enforced subject access as covered by the Data Protection Act 2018. It is a criminal offence for a current or prospective employer or recruitment agency to require an individual to make a subject access request as a condition of employment or for the provision of goods or services. They should instead be using the existing formal criminal records check arrangements operated by the Disclosure and Barring Service, Disclosure Scotland or Access Northern Ireland.

Requests for the purpose of employment with children, the elderly or the vulnerable should be directed to the Disclosure and Barring Service via a registered body.

Requests for information to support a personal licence application

Please note: subject access disclosures are not covered by the terms of the Rehabilitation of Offenders Act. This means that a disclosure may contain information that in other circumstances would be classed as spent, which a third party is not entitled to receive. It is for this reason that subject access is not recommended when applying for a personal licence.

Applying for information for immigration purposes

If you require a visa to travel to Australia, Belgium, Canada, Cayman Islands, New Zealand, South Africa or the United States of America you will need to apply for a Police Certificate. Applications should be made to ACRO by visiting www.acro.police.uk/police_certificates.aspx. If you require a disclosure for emigration to a country other than those listed above you should contact the relevant embassy or high commission for advice regarding whether an ACRO Police Certificate is acceptable.

Third party requests

ACRO can only supply personal data to the individual to whom it relates. If you are making a request on behalf of someone else (this is known as a third party request), you will need to provide a signed letter of authority from the person whose data is being requested, plus proofs of identity that show the data subject's signature as requested below.

Third parties will need to provide ACRO with proof of their authority to make a request on behalf of the data subject along with proofs of their own identity (see '[What to do next](#)' point 2 below).

What to do next

1. Complete **sections 1, 2, 3, 4, 5 and 6 overleaf**. Fields marked * are **mandatory**.
2. Include proof of identity.

We require **one** of the following documents as proof of identity:

- Driving licence
- Passport
- National ID card

If you do not have one of the above documents, you will need to provide authentic documentation that enables us to verify your full name and date of birth.

Please do not send original documents as these will not be returned.

ACRO reserves the right to ask for original documentation in some cases. Where ACRO asks for original documents, they will be returned by registered post. If you are unsure what is a suitable proof of identity please contact ACRO Customer Services on 0044(0) 2380 479920 (Mon-Fri 7.30am-7.30pm UK time) or via e-mail to customer.services@acro.pnn.police.uk

3. The completed request and proof(s) of identity should be sent to:

ACRO (SAR)
PO Box 623
FAREHAM
PO14 9HR

What happens next?

ACRO will process your request and send a response to the address you have provided or the alternative postal or email address supplied. If you have not received your response after one month please contact ACRO Customer Services on 0044(0) 2380 479920 (Mon-Fri 7.30am-7.30pm UK time) or via email to customer.services@acro.pnn.police.uk.

Please note

Only one copy of your disclosure will be provided.

Further information about the subject access process is available on the ACRO website at www.acro.police.uk/subject_access.aspx or by contacting the data protection office of your local police force.

Due to the Data Protection Act 2018, ACRO will be unable to provide you with information contained on police systems over the telephone or by email prior to completion of your request.

Subject access request

The information supplied in connection with this request will be used for the purpose of processing this request and to ensure the accuracy of police systems

* = mandatory field

1 Personal information	
1.1 *Title:	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other <input type="checkbox"/> Other: (specify)
1.2 *ALL forename(s)/given name(s):	
1.3 Surname/Family name:	
1.4 *Have you ever used or been known by any other names?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>If you have answered Yes to the question above, please provide a list of all your previous names below, including maiden/married names, names prior to and after change by deed poll, and name at birth if different from the above. Failure to answer this question will delay your request. If you run out of space, please use the additional information page of this request.</p> <p>Please provide forenames in <u>Title Case</u> and surnames in <u>UPPER CASE</u>.</p> <p>Previous/former name(s):</p>	
1.5 *Date of birth: (dd/mm/yyyy)	
1.6 *Place of birth: Village/town: Country:	
1.7 *Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Intersex <input type="checkbox"/>

2 Contact details	
2.1 *Email address: (UPPER CASE)	
2.2 *Confirmation of email address: (UPPER CASE)	
2.3 Telephone number: Please make sure that you include local/area and international dialling codes.	

3 Address history

3.1 *Current address: This is the physical address at which you reside (not a PO Box).

Postcode:

Date from: (mm/yyyy)

3.2 Previous addresses: If you have lived at your current address for less than 10 years please give all your previous address(es) for this period below, including any temporary accommodation. If you have lived outside the UK for over 10 years, please also provide your last UK address. If you run out of space, please use the additional information page of this request form.

Previous address 1:

Date from: (mm/yyyy)

Date to: (mm/yyyy)

Postcode:

Previous address 2:

Date from: (mm/yyyy)

Date to: (mm/yyyy)

Postcode:

Previous address 3:	Date from: (mm/yyyy)	Date to: (mm/yyyy)
Postcode:		
Previous address 4:	Date from: (mm/yyyy)	Date to: (mm/yyyy)
Postcode:		
Previous address 5:	Date from: (mm/yyyy)	Date to: (mm/yyyy)
Postcode:		

4 Delivery of your disclosure

4.1 *How would you like your subject access disclosure to be delivered?

Please select only one option: Email Post

Email disclosures will be sent to the email address specified above. The email response will be sent from ACRO's secure network. However, please note that delivery to your personal inbox is insecure via the public internet, unless you have a secure email address. It is your responsibility to ensure that the email address submitted is accurate. ACRO cannot accept responsibility for any loss or inappropriate access to the email response once it has left our secure network and has been sent to the email address you have provided.

4.2 Alternative postal address: Only complete this box if you **do not** want correspondence to be sent to your current address.

Postcode:

5 Third party nomination

ACRO will not discuss your request with another party or disclose details without your consent. If for any reason you wish to nominate a representative to discuss this request on your behalf you must provide their contact details below. Providing contact details for a third party will be considered as consent. If you are a power of attorney for the applicant, please enclose a copy of the power of attorney documents with this request.

5.1 Name of representative/contact:

5.2 Relationship to you:

5.3 Daytime telephone number:

5.4 Evening telephone number:

5.5 Email address: (UPPER CASE)

5.6 Confirm email: (UPPER CASE)

6 Additional information

6.1 Purpose of your request - Please give the reason for requesting the information: Please note you are not obliged to respond to this question but it will help us to gather statistical information about requests.

- | | |
|--|--|
| <input type="checkbox"/> Adoption | <input type="checkbox"/> Nationality: British |
| <input type="checkbox"/> Citizenship: British | <input type="checkbox"/> Nationality: Foreign |
| <input type="checkbox"/> Citizenship: Foreign | <input type="checkbox"/> Overseas Marriage |
| <input type="checkbox"/> Competition | <input type="checkbox"/> Passport: British |
| <input type="checkbox"/> Court | <input type="checkbox"/> Passport: Foreign |
| <input type="checkbox"/> Education | <input type="checkbox"/> Personal use |
| <input type="checkbox"/> Employment: Foreign | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Employment: UK | <input type="checkbox"/> Requested by Embassy |
| <input type="checkbox"/> Employment: Voluntary | <input type="checkbox"/> Solicitors Regulatory Authority |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Teaching: Overseas |
| <input type="checkbox"/> Immigration | <input type="checkbox"/> Teaching: UK |
| <input type="checkbox"/> Insurance | <input type="checkbox"/> Travel |
| <input type="checkbox"/> Licence: Personal | <input type="checkbox"/> TV show |
| <input type="checkbox"/> Licence: Security | <input type="checkbox"/> Visa: British |
| <input type="checkbox"/> Licence: Shotgun | <input type="checkbox"/> Visa: Employment |
| <input type="checkbox"/> Loan Guarantor | <input type="checkbox"/> Visa: Foreign |
| <input type="checkbox"/> Military Reasons | |

6.2 Have you been asked by someone to apply for information about any cautions or convictions under subject access and provide them with the response for the purposes of:

- your current job, or
- a job you have been offered, or
- to enter a contract for goods, facilities or services?

Yes No

If yes, then whoever has asked you may be committing an offence under Section 184 of the Data Protection Act 2018. You have not committed any offence in submitting your request and your request will still be processed.

You are not obliged to do so, but we would appreciate it if you would provide details below of whoever has asked you to make a request for subject access, and under what circumstances. We may pass these details to the Information Commissioner's Office who may investigate further with a view to prosecuting whoever has asked you.

6.3 Additional information: Please use this page to provide any additional information/ identity numbers you feel may be relevant to your request. It will help reduce undue delay matching you to your data if you advise if you have ever been arrested, cautioned, warned or reprimanded or been convicted of a criminal offence (including overseas offences and convictions you believe to be spent under the Rehabilitation of Offenders Act 1974).

You may have similar details to others and these reasonable steps avoid incorrect disclosure of personal data.

7 Declaration & signature (not applicable to online requests)

The information I have supplied in this request is correct and I am the person to whom it relates. By signing this form I accept the terms and conditions of service and I confirm that I wish to be supplied with information held about my conviction history on the Police National Computer ONLY.

7.1 *Signature: _____

***Date:**

7.2 *Included with form:

Identity document(s): Yes No

If you are not the data subject, please confirm that a power of attorney document, an original letter of authority signed by the data subject or proof of parental responsibility has been enclosed:

Yes No

If you are the data subject, but would like us to discuss your request with somebody else, please ensure you have completed section 5.

A person who impersonates or attempts to impersonate another person may be guilty of an offence.

Terms and conditions of service

The following terms and conditions relate to the subject access service provided by ACRO Criminal Records Office under the Data Protection Act 2018. Please read these terms and conditions carefully.

General:

1. You have a right to be told whether any information is held about you and a right to a copy of that information.
2. We must provide your information to you within one month from the date that ACRO receives the required documentation.
3. You will be provided with your information only if you have provided satisfactory proof of your identity.
4. The provisions of the Data Protection Act mean that in certain circumstances we will not provide some personal data. You will not be provided with personal data if:
 - Releasing it to you would be likely to prejudice a criminal investigation
 - It identifies other individuals

Privacy:

1. The information you provide in your request will be used for processing your request and for any other policing purpose.
2. The information supplied within your request and the information on the Police National Computer (PNC) record to which your request relates may be passed to other law enforcement agencies and government organisations in the interests of law enforcement.
3. If you impersonate or attempt to impersonate another person you may be guilty of an offence.
4. We will contact you in the event that we require additional documentation, information or clarification, via phone, email or letter.
5. We reserve the right to request original identity documentation. Where we request original documents they will be returned to you by registered post.
6. We reserve the right to request additional information or clarification. Your request will not be processed without the requested information.
7. If we request additional documentation, information or clarification and you do not reply by the date specified, we will cancel your request.
8. We will save web cookies on your computer or device to store your data whilst you complete your online request. The cookies will be deleted automatically when you submit your request or when your session times out.
9. We will securely store your information on our systems for two years.
10. If you opt to receive your disclosure by email it is your responsibility to ensure that the email address submitted is accurate.
11. We will not accept responsibility for any loss or inappropriate access to disclosures sent by email once they have left our secure network.

Payment:

1. There is no charge for a subject access request for information held about you on the PNC.

Method of dispatch:

1. All disclosure documents to UK addresses are sent by 2nd class post or 1st class airmail to overseas addresses.

Concerns and disputes:

1. For any concerns regarding our services please contact ACRO Customer Services via email to: customer.services@acro.pnn.police.uk or by letter to: ACRO, PO Box 481, Fareham, Hampshire PO14 9FS (UK). You can also contact us by telephone on (0) 2380 479920. We will endeavour to acknowledge your concern within five working days of receipt and we will endeavour to resolve your concern within 28 days.
2. Disputes regarding the information provided to you should be made in writing or via email.
3. ACRO will not be held responsible for errors in records held on the PNC. If you do not agree with the information provided, ACRO will verify that the disclosure is an accurate reflection of (a) the information you have submitted in your request, and (b) the information held on the PNC. If you would like to dispute the information held about you on the PNC, ACRO will refer you to the relevant data owner (usually the police force or agency that created the record).
4. If you are not happy with the resolution of your concern by ACRO, you can refer the matter to the Information Commissioner's Office (ICO). The ICO's website can be found at www.ico.org.uk.