

About this guide

This guide explains how Adult Social Care will handle a request for access to a deceased's personal information or social care record.

The Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) only apply to individuals and cannot be used to access personal information for a deceased individual. It will be processed under the Freedom of Information Act 2000 (FOIA2000).

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

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1. How to apply

If you wish to request access or receive a copy of a deceased's personal information or social care record, please email adultcarecomplaints@redcar-cleveland.gov.uk.
or write to the Adult Social Care Complaints and Information Governance Officer at:

Adult Social Care Complaints
Business Support Corporate Resources
Redcar and Cleveland Borough Council
Redcar & Cleveland House
Kirkleatham Street
Redcar
TS10 1RT

2. What Information we need from you

When you make a request, please provide the following details of the deceased:

- Name
- Date of Birth
- Last Known Address
- Date of Death
- Copy of the Death Certificate

We need this information to confirm if we hold the records.

3. Proof of ID

It is important that we are sure of your identity and that you are the named "Personal Representative" of the deceased before releasing information. You will also need to provide us with a copy of one of these:

- Passport
- Driving licence
- Birth certificate

And one of these:

- A recent bank statement with full address (within 3 months)
- A recent utility bill with full address (within 3 month)

4. Requests are free

There is no charge for making a request.

5. How you will get this information

On receipt of a copy of your ID and proof of entitlement, we will consider your request and provide a response to you within one calendar month.

We will send the information to you by the most appropriate way depending on how much there is and the sensitivity. We may be able to send some information safely and securely via email

otherwise we will send to you by special delivery or recorded delivery. Alternatively, you may be able to arrange to collect the information from our offices.

6. DSAR (Data Subject Access Requests)

If you wish to make a data subject access request under the Data Protection Act 2018 (DPA) or request information on behalf of a living relative, please visit our webpage: [Guidance for Data Subjects](#).

Contact Details Adult Social Care

Directorate of Adults & Communities
Adult Social Care
Redcar and Cleveland Borough Council
Seafield House
Kirkleatham Street
Redcar
Yorkshire
TS10 1SP

Telephone: 01642 771500

Email: contactus@redcar-cleveland.gov.uk

Website: www.redcar-cleveland.gov.uk

Sign Video App (for BSL users)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.

Version 3 – December 2023