

Make a Subject Access Request

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Terms and Conditions

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

General:

1. The data subject has a right to be told whether any offence/conviction information is held about them and a right to a copy of that information.
2. We must provide the data subject's information to you within one month from the date that ACRO receives the required documentation.
3. The data subject will be provided with their information only if satisfactory proof of the data subject's identity has been provided.
4. The provisions of the [Data Protection Act \(https://www.gov.uk/data-protection\)](https://www.gov.uk/data-protection) (opens in a new window) mean that in certain circumstances we will not provide some personal data. You will not be provided with personal data if:
 - releasing it to the data subject would be likely to prejudice a criminal investigation
 - it identifies other individuals

The request:

1. You must complete this request form in English. If you fail to complete this request form in English the request will not be processed and you will not receive your disclosure.
2. ACRO reserve the right to request original identity documentation. Where original documents are requested they will be returned by registered post.
3. ACRO reserve the right to request additional information or clarification. The request will not be processed without the requested information. The processing days applied to this service will be suspended until this additional information has been received.
4. If additional documentation, information or clarification has been requested and you do not reply by the date specified, ACRO will withdraw your request and a new request will need to be submitted if the disclosure is still required.
5. ACRO cannot be held responsible for items lost or delayed in the post by the postal service or third party delivery companies.
6. ACRO adheres to the [Royal Mail lost in post policy \(https://www.royalmail.com/help/lost-items-parcels-letters\)](https://www.royalmail.com/help/lost-items-parcels-letters) (opens in a new window) and will not send any replacements until your item is considered lost under this policy.
7. The information you provide in this request form must be accurate and it must relate to you and the data subject (if this is not you).

8. You must declare all the names the data subject has ever been known by.

9. ACRO will make any enquiries deemed necessary to process the request or to verify the information that has been provided.

The request may also be delayed if:

- You fail to complete the request form correctly.
- You do not provide the required supporting documents.
- There is an unforeseen event or occurrence such as postal service restrictions, adverse weather conditions or computer system failure.

Privacy:

1. ACRO will only contact you in relation to the Subject Access disclosure if necessary by email, phone or letter.

2. To prevent the risk of data breaches ACRO will not provide you with information contained on police systems over the telephone or by email until your request has been completed.

3. The information you provide in the request will be used for processing your request and may be used for any other policing purpose.

4. The information supplied within the request and the information on the Police National Computer (PNC) record to which the request relates may be passed to other police law enforcement agencies, and other organisations in the interests of law enforcement or safeguarding, where there is a lawful basis to do so.

5. If the data subject has a PNC record ACRO is required to ensure the record is up-to-date, this may mean that some details from the request form are added to PNC.

6. If you impersonate or attempt to impersonate another person you may be guilty of an offence.

7. If you are making a request on someone else's behalf, you must provide the letter of authority or power of attorney documents as evidence.

8. ACRO will not discuss or provide details about the request with another party without your prior consent, unless otherwise stated in the request and with the exception of point 7 above.

9. Personal information will be securely stored on ACRO systems for up to six years.

Payment:

1. There is no charge for a Subject Access Request for information held about the data subject on the PNC.

Method of dispatch:

1. All disclosure documents to UK addresses are sent by first class post or international standard post to overseas addresses.

2. If you opt to receive the disclosure by email it is your responsibility to ensure that the email address submitted is accurate.

3. ACRO will not accept responsibility for any loss or inappropriate access to disclosures sent by email once they have left ACRO's secure network.

Raising a concern/dispute:

1. Concerns regarding our services should be made to our Customer Services department see our [contact us page \(/s/contact-us\)](/s/contact-us) (opens in new window).

2. Disputes regarding the information provided to you should be made by email or letter see our [contact us page \(/s/contact-us\)](/s/contact-us) (opens in new window).

3. ACRO will not be held responsible for errors in records held on the PNC. If the data subject does not agree with the information provided, ACRO will verify that the disclosure is an accurate reflection of (a) the information that was submitted in the request, and (b) the information held on the PNC. If the applicant would like to dispute the information held about them on the PNC, ACRO will refer the applicant 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 \(https://www.ico.org.uk/\)](https://www.ico.org.uk) (opens in new window).

Please tick the box to indicate that you have read the terms and conditions of service above.

☒ * I confirm

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Partners

- [Hampshire & Isle of Wight Constabulary \(https://www.hampshire.police.uk\)](#)
- [National Police Chiefs' Council \(https://www.npcc.police.uk\)](#)

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(https://www.linkedin.com/company/acro-criminal-records-office)

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