Accessing your personal information: Data Subject Access Request

A request for access to personal data is known as a Data Subject Access Request (DSAR). You have a statutory right of access to your own personal data under the General Data Protection Regulations (GDPR), although certain exemptions may apply.

What information can I see?
The information you are entitled to see is your personal information. However, there are ‘exemptions’ within GDPR which in certain circumstances may result in us not disclosing your information. For example, we may not release certain personal data about you where a ‘third party’ can be identified from it.

If you are not a party to proceedings, we cannot share any information relating to proceedings with you; this is in accordance with the Family Procedure Rules.

Other exemptions may apply:
• Correspondence with solicitors and lawyers (where legal professional privilege applies).
• Some information related to health, social work, crime, and educational records.

Can I access personal information about my child?
Information about children may be released to a person with Parental Responsibility. However, the best interests of the child will always be considered. Even if the child is very young, their information still only belongs to them and it is the child who has the right to access the information.

Before responding to a request for information held about a child, we will consider whether the child is able to understand their rights. If we are confident the child can understand their rights, we will respond to the child rather than the parent. A 12 year old, for example, is generally considered to be able to make a request themselves.
How do I make a request?

You can make a request through your allocated Cafcass Cymru practitioner, any other member of Cafcass Cymru staff or by emailing CafcassCymru@gov.wales.

You can also send a written request to:
Central Support Team
Cafcass Cymru
Welsh Government
Sarn Mynach
Llandudno Junction
LL31 9RZ.

If you are looking for a particular piece of information, please include this in your request along with any relevant dates.

Before your request becomes valid, we may need to confirm your identity via:

• Proof of ID: this needs a signature and photo (e.g. copy of a driver’s license or passport).
• Proof of residence: this needs a name and address (e.g. copy of a recent utility bill, or official letter).

When will I receive a response?

We aim to acknowledge the request within 3 working days of receipt and provide a full response within 28 calendar days of the request becoming valid.

What if I am dissatisfied with the handling of my request?

If you are dissatisfied with the handling of your request, you can ask for an internal review. You also have the right to complain to the Information Commissioner. Our response letter will provide information on how to do this.