

Making a Subject Access Request – Customer Guide

Date Issued: February 2020



MK

milton keynes council

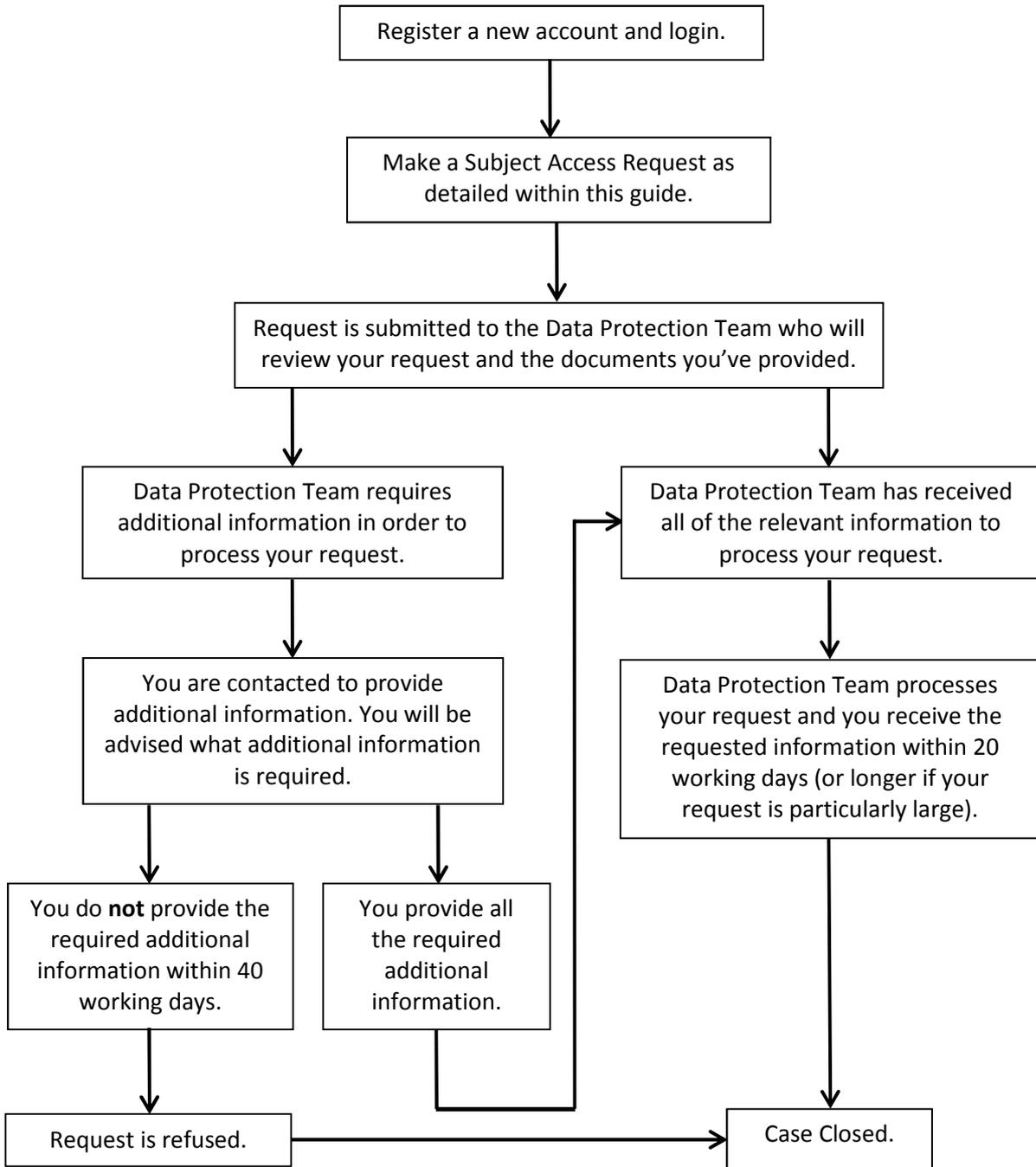


Contents page

1. Subject Access Request Process	3
2. Registering a new user.....	4
3. Logging in	10
4. Making a request for your own information	11
5. Making a request for someone else's information	18
6. Responding to request for additional information from MKC	27
7. Viewing previous requests	31
8. Amending my details	33

Subject Access Request Process

The below process flow is intend to give you an idea of what to expect from the Subject Access Request process. It does not however cover all possible outcomes.



Registering a new user

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser. This will take you to the below page, where you should complete the following:



Register for MyCouncil account.

Register for a MyCouncil account today to Request and Apply for services, Report issues or view your Council Tax account.

With an account you can manage your service requests with us. Creating an account saves you time with auto-completion of your contact information when filling out forms and the ability to view a history of your requests.

If you would like to access our online services as a guest, go to the 'Services' tab above. If you wish to view your Council Tax account, you will need to register for an account.



1 Click "Sign Up".

Step 2

You will now see the below page, where you should complete the following:

Registration

Please enter your email and a password to register for self

A screenshot of the registration form. It has three input fields: "Email *", "Password *", and "Confirm Password *". Each field has a blue box with a number (1, 2, and 3 respectively) to its left. To the right of each field is an information icon (i). At the bottom left is a "Cancel" button, and at the bottom right is a "Submit" button with a blue box containing the number "4" to its right.

- 1** Enter your email.
- 2** Enter a new password.
- 3** Enter the same password just entered in (2).
- 4** Click "Submit".

Registering a new user

Step 3

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details | Address details | Contact details | Equality Information | Overview

Title * 1

First name * 2

Last name * 3

Gender 4

Date of birth 5

6

1 Select your title from the dropdown.

2 Enter your first name.

3 Enter your last name.

4 Click either the “male” or “female” button.

5 Enter your date of birth – clicking into the box will bring up a calendar or you can input as dd/mm/yyyy.

6 Click “Next”.

Registering a new user

Step 4

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

[Basic details](#) [Address details](#) [Contact details](#) [Equality Information](#) [Overview](#)

Please enter your postal address **in full** below, supplying as much information as possible.

Postcode / street lookup * 1

Manually enter address? 2 Yes

[< Previous](#) [x Cancel](#) 3 [Next >](#)

You should complete either 1 or 2 – NOT both

1 Enter your postcode and select your address from the dropdown.

OR

2 Click on the box for “manually enter address” and manually enter your address in the boxes which will appear.

3 Click “Next”.

Registering a new user

Step 5

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details Address details **Contact details** Equality Information Overview

Home Phone **1**

Mobile Phone **2**

Email address **3**

< Previous ✖ Cancel **4** Next >

1 Enter your home phone number (optional field).

2 Enter your mobile number (optional field).

3 Your email address should pre-populate from step 2 however if it does not you should enter it here.

4 Click "Next".

Registering a new user

Step 6

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

[Basic details](#) [Address details](#) [Contact details](#) [Equality Information](#) [Overview](#)

We want to make sure we treat everyone fairly and ask for your personal characteristic information to monitor our procedures and ensure we are meeting our obligations under the Equality Act 2010.

To help us to do this, we would like you to answer a few questions. You don't have to answer them and your answers will not affect how we deal with your requests or feedback.

We will keep any information you give us confidential.

Please select your age group

1

18-30

31-50

51-65

66+

Ethnic Origin

2

Select...

Do you consider yourself to have a disability

3

Yes

No

< Previous

✕ Cancel

4

Next >

- 1 Select the button which reflects your age group (optional field).
- 2 Select your ethnic origin from the dropdown (optional field).
- 3 Select the button which reflects if you consider yourself to have a disability or not (optional field).
- 4 Click "Next".

Registering a new user

Step 7

You will now see the below page, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details Address details Contact details Equality Information Overview

Before saving your profile, please take a moment to check that everything is correct

Full name: A B

Date of Birth:

Gender:

Phone number:

Mobile_Number:

Email address:

Postal address:

45
AB

MK9 3EJ

You are attempting to change your email address.
Please authenticate before continuing.

Password *

1 Review all of the details to ensure they are correct. If any of them are incorrect then you can click back into the various tabs (as circled in red above) and amend as required, then clicking the “Next” button on each tab screen as you go to move through the process as per the previous steps.

2 Enter the password created in step 2.

3 Click “Submit”.

You will see a blue box in the top right corner which will confirm your form is being submitted and you will then be returned to the home page. You will receive an email to confirm you’ve now registered.

End of Registration Process

Return to
contents page →

Logging in

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser. This will take you to the below page, where you should complete the following:

The screenshot shows the top of the MyCouncil website. At the top right, there are links for 'Register' and 'Login'. Below this is a navigation menu with links for 'Home', 'Services', 'FAQs', and 'Contact Us'. The 'Log in' button is highlighted with a blue box and the number 1.

Register for MyCouncil account.

Register for a MyCouncil account today to Request and Apply for services, Report issues or view your Council Tax account.

With an account you can manage your service requests with us. Creating an account saves you time with auto-completion of your contact information when filling out forms and the ability to view a history of your requests.

If you would like to access our online services as a guest, go to the 'Services' tab above. If you wish to view your Council Tax account, you will need to register for an account.

1 Click "Log In".

Step 2

You will now see the below page, where you should complete the following:

The screenshot shows the 'Log In' form. It has two input fields: 'EMAIL' and 'PASSWORD'. The 'EMAIL' field is highlighted with a blue box and the number 1, and the 'PASSWORD' field is highlighted with a blue box and the number 2. Below the fields are buttons for 'Cancel', 'Register', and 'Sign In'. The 'Sign In' button is highlighted with a blue box and the number 3. There is also a link for 'Forgotten Your Password?'.

1 Enter your email address.

2 Enter your password.

3 Click "Sign In".

You are now logged in.

End of Logging in Process

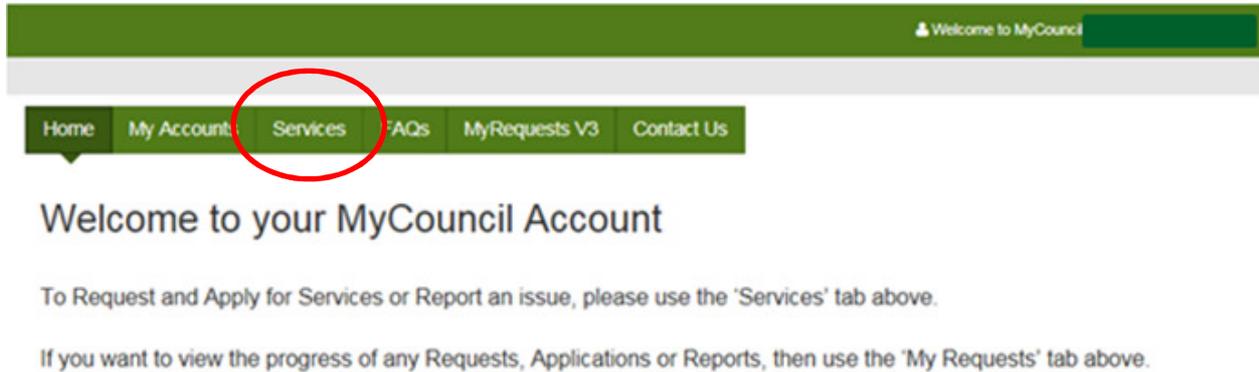
Return to
contents page →

Making a request for your own information

Step 1

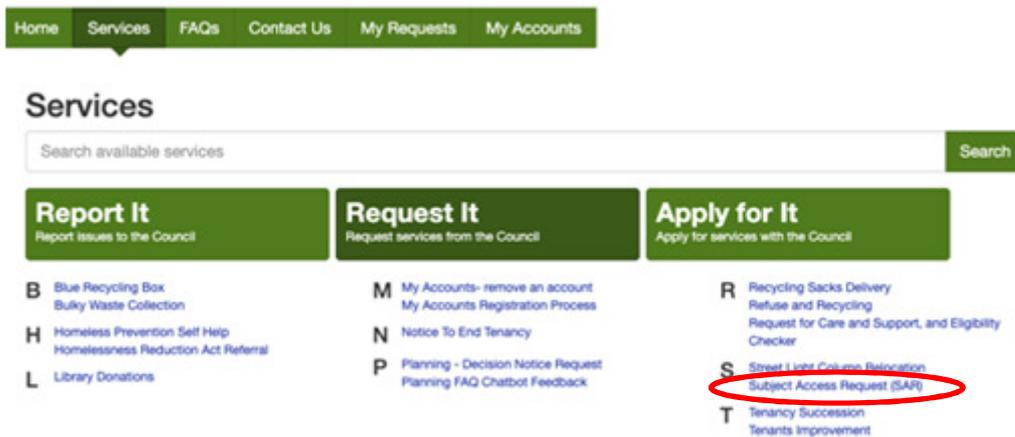
Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as described on [page 10](#).

Once logged in you will see a page with a banner similar to the below. Select “Services” as circled in red below:



Step 2

You will then see a page similar to the below – select “Subject Access Request (SAR)” as circled in red below.



Making a request for your own information

Step 3

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

Before You Begin Your Details Request Declaration

Before You Begin

1

The General Data Protection Regulations (GDPR) 2018 provides you, the data subject, with a right to receive a copy of the personal data/information we hold about you or to authorise someone to act on your behalf.

Please complete this form if you wish to receive your personal data. You will also need to provide proof of your identity. Your request will be processed within 1 month upon receipt of a fully completed form and proof of identity.

Proof of Identity

We require proof of your identity before we can disclose personal data. Proof of your identity should include a copy of two documents such as your birth certificate, passport, driving licence, official letter addressed to you at your address e.g. bank statement, recent utilities bill or council tax bill. If you have changed your name, please supply relevant documents evidencing the change.

✕ Cancel

2

Next >

1 Read all of the information.

2 Click "Next".

Making a request for your own information

Step 4

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

[Before You Begin](#) [Your Details](#) [Request](#) [Declaration](#)

Your Details

Please fill in your details below. If you are not the data subject and you are applying on behalf of someone else, please indicate this below and enter their details on the next screen. You will be asked to provide proof of identity and address for you and the data subject.

Acceptable Forms of ID:

- Passport
- Driving Licence
- Other form of ID

Acceptable Proofs of Address:

- Council Tax bill
- Utility bill
- Bank statement

Your name

Your email address

1

Your address

Are these details correct? *

2

Yes

No

Yes, but I wish to use different details

< Previous

✕ Cancel

Next >

1 Your details should appear here. You should double check they are correct.

2 Select the relevant button based on the three options.

If you click “No” you will see the below message and you will need to amend your details under “My Accounts” before continuing (see process “[Amending my details](#)” in this guide for further details). Once amended you’ve amended your detail you should return to Step 1 to make a request.

Please update your Self profile before completing this form.

If you click “Yes” or “Yes, but I wish to use different details” you should move to Step 5.

Making a request for your own information

Step 5

You will now see the additional boxes on the page, where you should complete the following:

The form contains the following elements:

- 1** First Name *
- Surname *
- Phone Number
- Mobile Number
- Email Address *
- Address Is *
 - In Area
 - Out of Area
- Who are you making this request for? *
 - Myself
 - Another person
- Proof of your identity *
 - Drop files here to upload - upload **3**
 - Uploaded: 0/5
- Proof of your address *
 - Drop files here to upload - upload **4**
 - Uploaded: 0/5
- Navigation: < Previous, x Cancel, **5**, Next >

1 This part is only relevant to those who selected “Yes, but I wish to use different details”. It will not appear to those who selected “Yes”. You should enter the details you wish to use in the relevant boxes if applicable.

2 Select “Myself” and you will see the below boxes, which you will also need to complete. If you then tick the box for having either prior name(s) or prior address(es) then additional blank boxes will appear which you should complete with you previous name(s) and/or address(es).

Do you have any prior addresses or names that are relevant to this request? *

Prior name(s)

Prior address(es)

No

3 You should upload proof of your identity. Up to 5 documents can be uploaded.

4 You should upload proof of your address. Up to 5 documents can be uploaded.

5 Click “Next”.

Making a request for your own information

Step 6

You will now see the below page, where you should complete the following:

Request

Description of the information you want to see, including identification of relevant records and any known reference numbers

Please do not simply ask for "everything you hold on me". If you narrow your request to the specific information which you want, this helps us provide it to you more quickly.

If you would like a copy of a particular file/document, or information about a specific event or issue then please state this below. In addition, if you do not want particular information, then please let us know.

Department(s) you are requesting information from *

- Adult Services
- Benefits
- Childrens Services
- Customer Services
- Finance
- Housing
- HR
- Parking
- Revenues (including Council Tax)
- Schools & Education (including special needs)
- Multiple and/or other

1

Description of the information you want to see, including identification of relevant records and any known reference numbers *

2

Supporting Attachments

Upload any documentation to support your request here, such as documents or images

Drop files here to upload -

3

Uploaded: 0/5

4

- 1 Click the relevant category / service area which your request relates to. If you select "Other" then the below additional box will appear and should be completed:

Specify which department / subject area *

- 2 Write in the box a full description of what information you are looking for, including dates and names of any relevant individuals you have dealt with. Please be as specific as possible to enable us to get your information to you as soon as possible.

- 3 Upload any supporting information (you do not need to upload the proof of ID or proof of address previously provided). This field is optional.

- 4 Click "Next".

Making a request for your own information

Step 7

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

[Before You Begin](#) [Your Details](#) [Request](#) [Declaration](#)

Declaration

1 I certify that the information provided on this form is correct to the best of my knowledge and that I am the person to whom it relates. I understand that the Council is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request.

Authorised person – Declaration (if applicable):

I confirm that I am legally authorised to act on behalf of the data subject. I understand that the Council is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request.

Warning: a person who unlawfully obtains or attempts to obtain data is guilty of a criminal offence and is liable to prosecution.

2 I certify that all information I have provided in this request is true and I agree to all the above statements.

[← Previous](#)

[✕ Cancel](#)

1 Read the information in full.

2 Click on the box to confirm you've provided true information and are happy with the declaration. Once you've checked the box a "Submit" button will appear on the right and should be clicked.

You will then see a blue box in the corner to confirm the form is being submitted:

Submitting Form, Please Wait...

Making a request for your own information

Step 8

Your request has been submitted and you will now see the below page. You will also receive an email to confirm your request has been received.

Thank you for your request.

Your reference number is SAR169280685.

You will receive a response from us within one month, given that you have provided acceptable forms of identification. If further proofs of identification or clarification about the requested information is required, you will be notified and asked to provide it in order to progress your request.

1

Download PDF

Continue >

1

By clicking on “Download PDF” you can download a PDF copy of the information you’ve entered in relation to you request (without any uploaded documents).

Your request has now been submitted and you should await contact from the Data Protection Team.

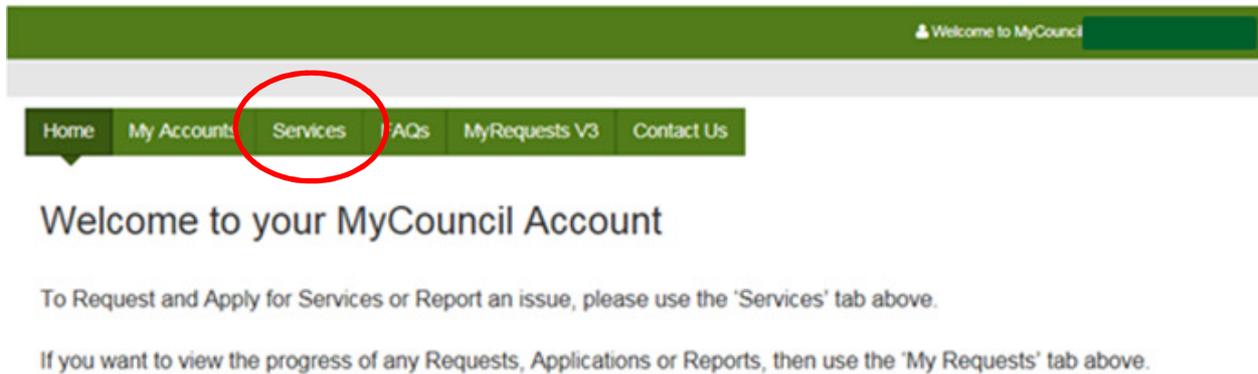
Return to
contents page →

Making a request for someone else's information

Step 1

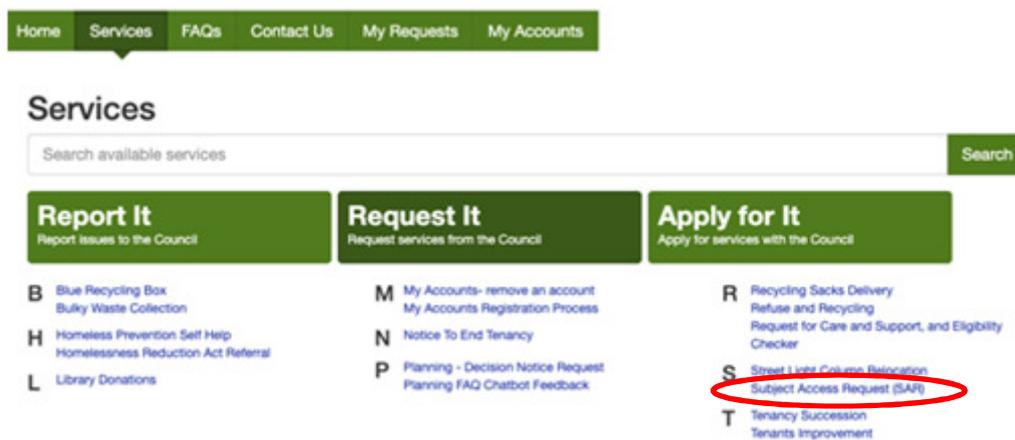
Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as described on [page 10](#).

Once logged in you will see a page with a banner similar to the below. Select "Services" as circled in red below:



Step 2

You will then see a page similar to the below – select "Subject Access Request (SAR)" as circled in red below.



Making a request for someone else's information

Step 3

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

Before You Begin Your Details Request Declaration

Before You Begin

1

The General Data Protection Regulations (GDPR) 2018 provides you, the data subject, with a right to receive a copy of the personal data/information we hold about you or to authorise someone to act on your behalf.

Please complete this form if you wish to receive your personal data. You will also need to provide proof of your identity. Your request will be processed within 1 month upon receipt of a fully completed form and proof of identity.

Proof of Identity

We require proof of your identity before we can disclose personal data. Proof of your identity should include a copy of two documents such as your birth certificate, passport, driving licence, official letter addressed to you at your address e.g. bank statement, recent utilities bill or council tax bill. If you have changed your name, please supply relevant documents evidencing the change.

✕ Cancel

2

Next >

1 Read all of the information.

2 Click "Next".

Making a request for someone else's information

Step 4

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

[Before You Begin](#) [Your Details](#) [Request](#) [Declaration](#)

Your Details

Please fill in your details below. If you are not the data subject and you are applying on behalf of someone else, please indicate this below and enter their details on the next screen. You will be asked to provide proof of identity and address for you and the data subject.

Acceptable Forms of ID:

- Passport
- Driving Licence
- Other form of ID

Acceptable Proofs of Address:

- Council Tax bill
- Utility bill
- Bank statement

Your name

1

Your email address

Your address

Are these details correct? *

2

Yes

No

Yes, but I wish to use different details

< Previous

✕ Cancel

Next >

1 Your details should appear here. You should double check they are correct.

2 Select the relevant button based on the three options.

If you click “No” you will see the below message and you will need to amend your details under “My Accounts” before continuing (see process “[Amending my details](#)” in this guide for further details). Once amended you’ve amended your detail you should return to Step 1 to make a request.

Please update your Self profile before completing this form.

If you click “Yes” or “Yes, but I wish to use different details” you should move to Step 5.

Making a request for someone else's information

Step 5

You will now see the additional boxes on the page, where you should complete the following:

First Name *

Surname *

Phone Number

Mobile Number

Email Address *

Address is *

Who are you making this request for? *

Proof of your identity * Uploaded: 0/5

Proof of your address * Uploaded: 0/5

1 This part is only relevant to those who selected “Yes, but I wish to use different details”. It will not appear to those who selected “Yes”. You should enter the details you wish to use in the relevant boxes if applicable.

2 Select “Another person”.

3 You should upload proof of your identity. Up to 5 documents can be uploaded.

4 You should upload proof of your address. Up to 5 documents can be uploaded.

5 Click “Next”.

Making a request for someone else's information

Step 6

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

Before You Begin

Your Details

Subject Details

Request

Declaration

Subject Details

Please complete this section of the form with your details if you are acting on behalf of someone else (i.e. the data subject).

If you are **NOT** the data subject, but a representative acting on their behalf, you will need to provide proof of the subject's identity and evidence of your right to act on their behalf. To prove you are legally authorised to act on behalf of the subject, you will need to provide one of the following:

- Signed letter of authority / consent
- Lasting or Enduring Power of Attorney
- Evidence of parental responsibility of adult without capacity

Your relationship to the subject *

1

I am their parent

I am their solicitor

I am legally able to act on their behalf

1

Select the button for the relevant of the three options. If you select that you are their solicitor or able to act on their behalf the following optional field will additionally appear for you to complete if you wish:

Your Client Reference:

Making a request for someone else's information

Step 7

You should now scroll down the current page to see the below, where you should complete the following:

Proof of the subject's identity *

Drop files here to upload - **1**

Uploaded: 0/1

Evidence that you have the legal ability or subject's consent to act on their behalf *

Drop files here to upload - **2**

Uploaded: 0/2

Subject first name(s) * **3**

Subject's surname * **4**

Subject's address * **5**

Subject's date of birth * **6**

Does the subject have any prior addresses or names that are relevant to this request? *

Prior name(s) **7**

Prior address(es)

No

8

- 1** You should upload proof of the data subject's identity. 1 document can be uploaded.
- 2** You should upload proof of your ability to act on the data subject's behalf, either a birth certificate (if a parent) or evidence of your legal right or their consent. Up to 2 documents can be uploaded.
- 3** Enter the data subject's first name.
- 4** Enter the data subject's last name.
- 5** Enter the data subject's address.
- 6** Type the data subject's date of birth in the boxes.
- 7** Tick the relevant box(es) for if the data subject has had any prior name(s) or prior address(es). If you check that they have additional blank boxes will appear which you should complete with their previous name(s) and/or address(es).
- 8** Click "Next".

Making a request for someone else's information

Step 8

You will now see the below page, where you should complete the following:

Request

Description of the information you want to see, including identification of relevant records and any known reference numbers

Please do not simply ask for "everything you hold on me". If you narrow your request to the specific information which you want, this helps us provide it to you more quickly.

If you would like a copy of a particular file/document, or information about a specific event or issue then please state this below. In addition, if you do not want particular information, then please let us know.

Department(s) you are requesting information from *

- Adult Services
- Benefits
- Childrens Services
- Customer Services
- Finance
- Housing
- HR
- Parking
- Revenues (including Council Tax)
- Schools & Education (including special needs)
- Multiple and/or other

1

Description of the information you want to see, including identification of relevant records and any known reference numbers *

2

Supporting Attachments

Upload any documentation to support your request here, such as documents or images

Drop files here to upload -

3

Uploaded: 0/5

4

- 1 Click the relevant category / service area which your request relates to. If you select "Other" than the below additional box will appear and should be completed:

Specify which department / subject area *

- 2 Write in the box a full description of what information you are looking for, including dates and names of any relevant individuals you have dealt with. Please be as specific as possible to enable us to get your information to you as soon as possible.

- 3 Upload any supporting information (you do not need to upload the proof of ID or proof of address previously provided). This field is optional.

- 4 Click "Next".

Making a request for someone else's information

Step 9

You will now see the below page, where you should complete the following:

Subject Access Request (SAR)

Request a release of your personal data under Article 15 of General Data Protection Regulation.

[Before You Begin](#) [Your Details](#) [Request](#) [Declaration](#)

Declaration

1

I certify that the information provided on this form is correct to the best of my knowledge and that I am the person to whom it relates. I understand that the Council is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request.

Authorised person – Declaration (if applicable):

I confirm that I am legally authorised to act on behalf of the data subject. I understand that the Council is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request.

Warning: a person who unlawfully obtains or attempts to obtain data is guilty of a criminal offence and is liable to prosecution.

2

I certify that all information I have provided in this request is true and I agree to all the above statements.

[← Previous](#)

[✕ Cancel](#)

1

Read the information in full.

2

Click on the box to confirm you have provided true information and you are happy with the declaration. Once you've checked the box a "Submit" button will appear on the right and should be clicked.

You will then see a blue box in the corner to confirm the form is being submitted:

Submitting Form, Please Wait...

Making a request for someone else's information

Step 10

Your request has been submitted and you will now see the below page. You will also receive an email to confirm your request has been received.

Thank you for your request.

Your reference number is SAR169280685.

You will receive a response from us within one month, given that you have provided acceptable forms of identification. If further proofs of identification or clarification about the requested information is required, you will be notified and asked to provide it in order to progress your request.

1

Download PDF

Continue >

1

By clicking on "Download PDF" the requestor can download a PDF copy of the information they've entered in relation to their request (without any uploaded documents).

Your request has now been submitted and you should await contact from the Data Protection Team.

Return to
contents page →

Responding to request for additional information

Step 1

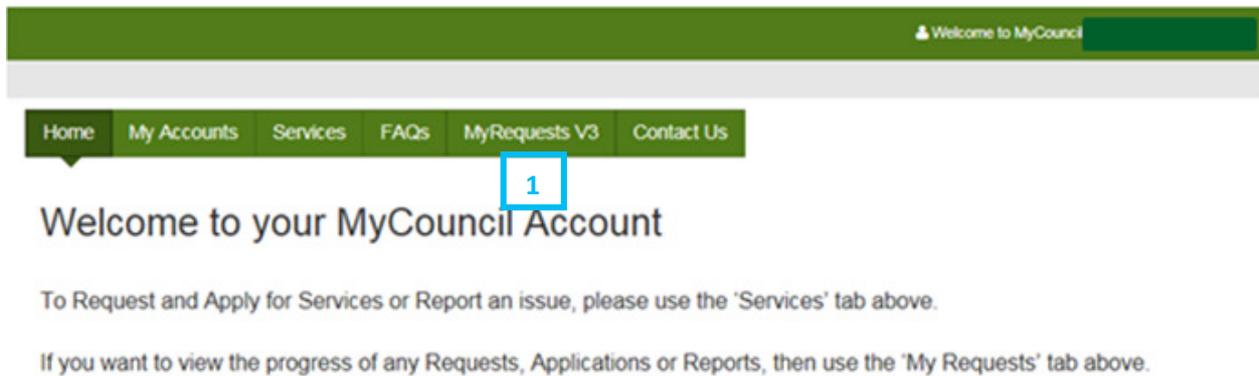
If additional information is required in order to process your request you will receive an email to the email address you provided to advise you of this. It will include the reference number of your request and a date by which the information should be provided or the case will be automatically closed.

Step 2

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as described on [page 10](#).

Step 3

Once logged in you will see a page similar to the below, where you should complete the following:



- 1 Click "MyRequests".

Responding to request for additional information

Step 4

You will now see a page similar to the below (*cases will differ*), where you should complete the following:

The screenshot shows the 'My Requests' page with a navigation bar at the top containing 'Home', 'My Accounts', 'Services', 'FAQs', 'MyRequests V3', and 'Contact Us'. Below the navigation bar is the 'My Requests' title. There are two dropdown menus: 'Show' set to '10' and 'Filter' set to 'All'. A search bar contains the number '1' and a magnifying glass icon. Below the search bar is a table with the following data:

Case ID	Process	Case Start Date	Case End Date
▶ SAR169280685	Subject Access Request (SAR)	21/01/2020 15:26:17	
▶ FOI-169271754	Freedom of Information Request	21/01/2020 14:53:44	
▶ SAR168556131	Subject Access Request (SAR)	17/01/2020 14:55:13	
▶ FOI-166796499	Freedom of Information Request	09/01/2020 12:00:42	
▶ FOI-166788456	Freedom of Information Request	09/01/2020 11:40:49	

1 Search the reference number provided in the email you received into the search bar. Click “Enter” on your keyboard or on the magnifying glass on screen to search.

2 Click on the relevant case from the list.

Step 5

You will now see a page similar to the below, but with your request details. Click the “Continue” button as circled in red below.

The screenshot shows the 'My Requests' page with the search bar containing 'SAR169509862'. Below the search bar is a table with the following data:

Case ID	Process	Case Start Date	Case End Date
▼ SAR169509862	Subject Access Request (SAR)	22/01/2020 14:42:17	

Below the table is a section titled 'Customer Action Required' with a table:

Task ID	Start Date	Completed Date	Action
New Task	22/01/2020 14:49:52		Continue

Below this is a section titled 'Request' with a table:

Task ID	Start Date	Completed Date	Action
SAR169509862	22/01/2020 14:42:18	22/01/2020 14:42:18	View

Responding to request for additional information

Step 6

You will now see a page similar to the below, where you should complete the following:

Action Required

In order to progress your request can you please provide ...

1

Best regards,
Data Protection Team
Milton Keynes Council

Please respond by *

02/03/2020

Please provide the required information listed above *

2

Please attach the documents listed above *

Drop files here to upload - 

3

Uploaded: 0/1

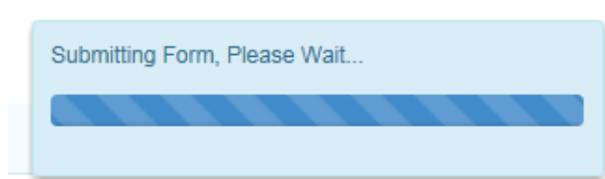
 Cancel

 Submit

4

- 1 Read here what additional information the Data Protection Team requires in order to process your request.
- 2 Type here any additional information that has been requested of you. Provide as much detail as you can to ensure the Data Protection Team can process your request.
- 3 Upload any information which was advised as required.
- 4 Click "Submit".

You will then see a blue box in the corner to confirm the form is being submitted:



Viewing previous requests

Step 7

Your additional information has been sent to the Data Protection Team and you will now see the below page.

Thank you for providing the required information.

 Download PDF

Continue »

You have now provided additional information to the Data Protection Team and you should await contact from them.

[Return to contents page →](#)

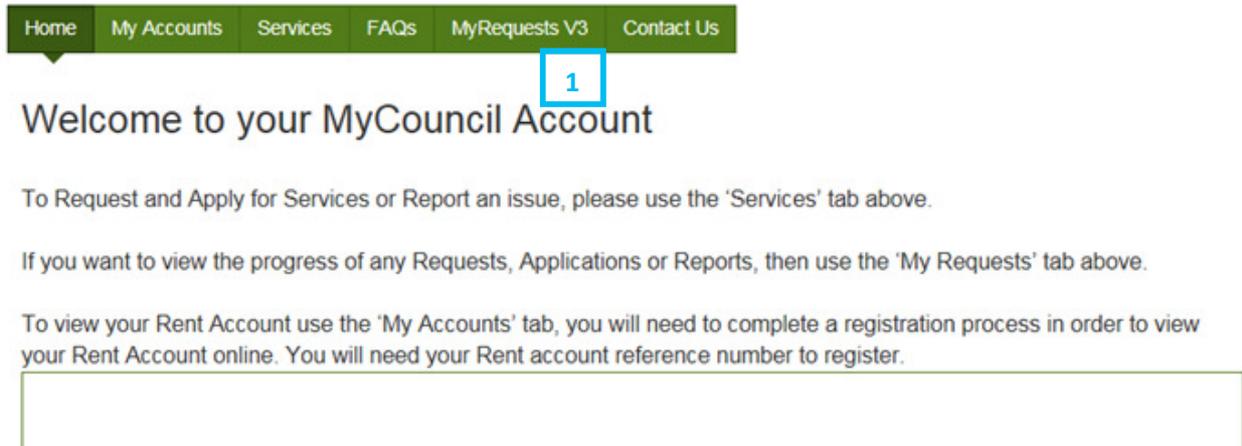
Viewing previous requests

Step 1

Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as described on [page 10](#).

Step 2

You will now see the below screen, where you should complete the following:



1 Click “MyRequests”

Step 3

You will now see a page similar to the below but with details of your requests only.

Case ID	Process	Case Start Date	Case End Date
▶ SAR169280685	Subject Access Request (SAR)	21/01/2020 15:26:17	
▶ FOI-169271754	Freedom of Information Request	21/01/2020 14:53:44	
▶ SAR168556131	Subject Access Request (SAR)	17/01/2020 14:55:13	
▶ FOI-166796499	Freedom of Information Request	09/01/2020 12:00:42	
▶ FOI-166788456	Freedom of Information Request	09/01/2020 11:40:49	

By clicking on each request (in the area circled in red above) it is possible to see the current position of the request – as per the image on the next page.

Viewing previous requests

Task ID	Start Date	Completed Date	Action
SAR160484367	03/12/2019 15:47:00	03/12/2019 15:47:33	View

Task ID	Start Date	Completed Date	Action
SAR160481178	03/12/2019 15:38:23	03/12/2019 15:38:23	View

By clicking “View” as circled in red above you can then see more details about your request.

End of guidance on viewing previous requests.

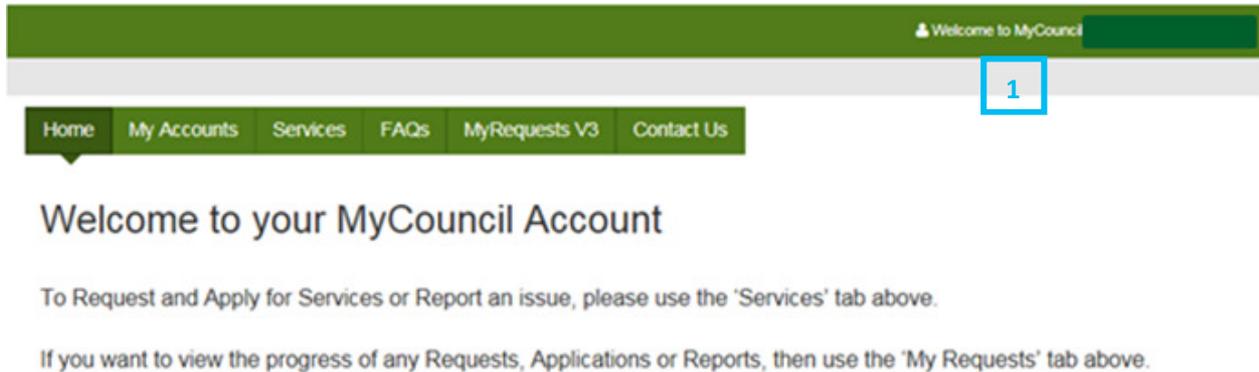
Amending my details

Step 1

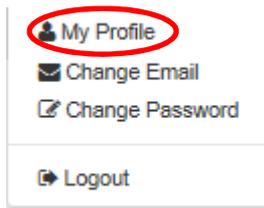
Paste the link <https://mycouncil.milton-keynes.gov.uk/> into your web browser and login as described on [page 10](#).

Step 2

You will now see the below screen, where you should complete the following:



1 Click on your name and the below drop down will appear – click “My Profile” as circled below.



Amending my details

Step 3

You will now see a page similar to the below but with your details, where you should complete the following:

Profile Form
Please take the time to update and amend your profile.

Basic details | Address details | Contact details | Equality Information | Overview

Title * ✓

First name * ✓

Last name * ✓

Gender Male Female ✓

Date of birth ✓

1 Click into the relevant box that you want to amend the information for. If you don't want to amend any of the information on this page move to (2) and click "Next".

2 Click "Next".

Step 4

You will now see a page similar to the below but with your details, where you should complete the following:

Profile Form
Please take the time to update and amend your profile.

Basic details | Address details | Contact details | Equality Information | Overview

Do you want to change your address? * Yes No ✓

Postal address:

1 Click "yes" or "no" for if you want to amend your address. If you click "no" move to (2) and click "Next". If you click "yes" additional boxes will appear for you to either search your postcode or enter your address manually (like when you first registered).

2 Click "Next".

Amending my details

Step 5

You will now see a page similar to the below but with your details, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details Address details Contact details Equality Information Overview

Home Phone ✓

Mobile Phone **1** ✓

Email address ✓

< Previous **2** Next >

1 Click into the relevant box that you want to amend the information for. If you don't want to amend any of the information on this page move to (2) and click "Next".

2 Click "Next".

Step 6

You will now see a page similar to the below but with your details, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

Basic details Address details Contact details Equality Information Overview

We want to make sure we treat everyone fairly and ask for your personal characteristic information to monitor our procedures and ensure we are meeting our obligations under the Equality Act 2010.

To help us to do this, we would like you to answer a few questions. You don't have to answer them and your answers will not affect how we deal with your requests or feedback.

We will keep any information you give us confidential.

Please select your age group

1

Ethnic Origin

Select...

Do you consider yourself to have a disability

< Previous **2** Next >

1 Click into the relevant box that you want to amend the information for. If you don't want to amend any of the information on this page move to (2) and click "Next".

2 Click "Next".

Amending my details

Step 7

You will now see a page similar to the below but with your details, where you should complete the following:

Profile Form

Please take the time to update and amend your profile.

[Basic details](#) [Address details](#) [Contact details](#) [Equality Information](#) [Overview](#)

Before saving your profile, please take a moment to check that everything is correct

Full name:

Date of Birth:

Gender:

1

Male

Female

Phone number:

Mobile Number:

Email address:

Postal address:

< Previous

✕ Cancel

2

✓ Submit

1 Review all of the details to ensure they are correct. If any of them are incorrect then you can click back into the various tabs (as circled in red above) and amend as required, then clicking the “Next” button on each tab screen as you go to move through the process as per the previous steps.

2 Click “Submit”.

Your details have now been amended.

[Return to contents page →](#)

Data Protection Team

Data.Protection@milton-keynes.gov.uk