

**From:** Kailey Plahar <Kailey.Plahar@enfield.gov.uk>  
**Sent:** 28 January 2019 15:56  
**To:** Lorraine Cordell  
**Subject:** RE: Your request for information (Our ref: CRM SAR 1085)

Dear Ms Cordell

Thank you for providing Simon Cordell's letter of authority, which we received on 21 January 2019.

I confirm we are now processing your Subject Access Request in accordance with the Data Protection Act 2018 and in line with the statutory timescale of 1 month, we aim to complete your response by 20 February 2019.

The Council promotes using online services to access information quicker and easier therefore our team works efficiently and effectively through electronic methods wherever possible. Our usual practice and often the method preferred by requestors, particularly when a vast amount of records are involved, would be to send records out via secure email. Do let us know if you have any queries regarding receiving your records in this way.

We have registered your request under case number CRM SAR 1085. Please do not hesitate to contact us if you have any questions during the interim period.

Regards

Kailey Plahar  
Statutory Complaints and Access to Information Officer  
Complaints and Access to Information Team  
Chief Executive  
Enfield Council  
Civic Centre  
Silver Street, Enfield  
EN1 3XA

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**From:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Sent:** 21 January 2019 13:54  
**To:** Kailey Plahar <Kailey.Plahar@enfield.gov.uk>  
**Subject:** RE: Your request for information (Our ref: CRM SAR 1085)

Dear Kailey Plahar

Please see attached document of authority for ref: CRM SAR 1085 regarding request for data for Mr Simon Cordell.

Regards

Lorraine Cordell

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**From:** Kailey Plahar [<mailto:Kailey.Plahar@enfield.gov.uk>]  
**Sent:** 15 January 2019 10:04  
**To:** Lorraine Cordell  
**Subject:** RE: Your request for information (Our ref: CRM SAR 1085)

Dear Ms Cordell

I have noted an error in my email below. We already identification for your son, so we just require clarification of the request and your son's express permission to share his personal data with you. I apologise for any inconvenience.

Kind regards

Kailey Plahar  
Statutory Complaints and Access to Information Officer  
Complaints and Access to Information Team  
Chief Executive  
Enfield Council  
Civic Centre  
Silver Street, Enfield  
EN1 3XA

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**From:** Kailey Plahar  
**Sent:** 15 January 2019 10:02  
**To:** 'Lorraine Cordell' <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)>  
**Subject:** Your request for information (Our ref: CRM SAR 1085)

Dear Ms Cordell

Thank you for your email.

To clarify, the process for dealing with subject access requests is independent of any other interactions you have had with any other Council service. We will need express permission from your son that he is happy for us to share his personal data from you. Once this is provided, we will also require two forms of identification from your son to confirm his own identity.

As per my email below, we are still unclear of what information you/your son requires. Please could you clarify what information is required and in which departments it is likely to be held.

When we receive your reply, we shall provide you with a further update.

Should you have any queries in the meantime

Kind regards

Kailey Plahar  
Statutory Complaints and Access to Information Officer  
Complaints and Access to Information Team  
Chief Executive  
Enfield Council  
Civic Centre  
Silver Street, Enfield  
EN1 3XA

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**From:** Lorraine Cordell <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)>  
**Sent:** 08 January 2019 13:55  
**To:** Kailey Plahar <[Kailey.Plahar@enfield.gov.uk](mailto:Kailey.Plahar@enfield.gov.uk)>  
**Subject:** RE: Your request for information (Our ref: CRM SAR 1085)

Dear Kailey Plahar

I am writing regarding the below email case number CRM SAR 1085, I am sorry about the time that it has taken me to reply but I have been very busy. You state you do not have a authority Letter on your systems for me to act on behalf of my son Simon Cordell, But there is in place letters of authority across Enfield Council for me to dealt with everything for my son. So I can not understand why you can not find them as many have been sent over can you please look into this and see why you feel I do not already have authority as it has never been removed.

Regards

Lorraine Cordell

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**From:** Kailey Plahar [<mailto:Kailey.Plahar@enfield.gov.uk>]  
**Sent:** 04 December 2018 12:55  
**To:** [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)  
**Subject:** Your request for information (Our ref: CRM SAR 1085)

Dear Ms Cordell

We note that you have raised a request for information which relates to another person. In line with the Data Protection Act 2018, we are unable to correspond with you on these matters. Where a request for information is made on behalf of somebody else, we need to confirm that they are happy for you to access their personal information. Should Simon Cordell want you to act on their behalf and access their personal information, he will need to provide us with their signed written agreement to the complaint issues raised and for you to proceed with these on their behalf.

We note that your request is for 'all data that is held about me on Enfield Council systems all departments'. As your request does not provide us with much detail, we need you to clarify the specific information you are looking for.

In order for us to retrieve relevant records, we would need to know where your personal information could be located and it would greatly help our search if you are able to give us more details regarding:

- Clarifying the type of information that you think the Council may hold about Mr Cordell
- Clarifying the likely dates or time period when you think the information may have been created
- Clarifying if you only want information relating to a particular issue or specific time period

We have registered your request under case number CRM SAR 1085 and you may quote this when you get back in touch with us.

We look forward to your response. Once we receive the clarification from you, we will contact you with a further update.

Yours sincerely,

Kailey Plahar  
Statutory Complaints and Access to Information Officer  
Complaints and Access to Information Team  
Chief Executive  
Enfield Council  
Civic Centre  
Silver Street, Enfield  
EN1 3XA

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**From:** Lorraine Cordell <[lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)>  
**Sent:** 25 November 2018 12:07  
**To:** Enfield Data Protection Officer (Corporate) <[enfield.data.protection.officer@enfield.gov.uk](mailto:enfield.data.protection.officer@enfield.gov.uk)>  
**Subject:** RE: Subject access Request Simon Cordell

To Whom It May Concern:

Please see attached 4 documents regarding the request for all data that is held about me on Enfield Council systems all departments.

If you need a fee or any other information please reply to this Email as soon as possible.

Regards



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