Requests from 'approved' external organisations (s.30 Data Protection Act request)

CLOSED case files

1. External organisation contacts council with request for personal information

2. Social care administration

Check requestor only requires view access. If requires more, refer to IGO.

Check CareFirst:

- identify file location

- identify last Fieldwork Team / Manager responsible and requires them to retrieve file from storage

- identify appropriate Team Manager and provide details to external organisation

3. Last responsible Team / Manager

- recall files from storage

4. External organisation contacts the Team Manager to arrange file access (including information held on CASTLE)

5. Team Manager assesses access

- agrees access *

- contacts Service Manager to register decision

- contacts CASTLE Team to arrange login

* Team Manager grants access

6. External organisation access relevant files securely