

Personal Data Requests



What is “Personal Data”?

Private information about individuals. In this context, we care about personal data held by departments and agencies of the City and County of San Francisco (CCSF). This could include, but is not limited to, name, social security number, date of birth, financial information, medical information, and criminal justice records.

Why Do We Care?

SF Administrative Code, Chapter 22D, requires that we “establish a process for providing citizens with secure access to personal data held by the City.”

Who Should Follow This Process?

This Process is for:	Exclusions:
<ul style="list-style-type: none">• CCSF departments and agencies• That hold personal data• In an electronic, searchable database	<ul style="list-style-type: none">• Information maintained in paper record form• Information maintained in a non-searchable database• Information that is not personal data (i.e. public records)• CCSF departments or agencies that have existing processes for responding to personal records requests under other federal, state or local law

What is the Process?

STEP 1: Inventory the types of personal data held by your department, noting which data is held in a searchable, electronic database.

STEP 2: Make publicly available (e.g. on website) process for a person to submit a request for his or her personal data

STEP 3: Create a Personal Data Request Form and/or accept written requests

STEP 4: Require proof of identity

STEP 5: Provide secure access to personal data

Refer to the Personal Data Request Guidance for full instructions and further details, including: how to ensure proof of identity, what is ‘secure access’, a website template for publicly posting information about personal data requests, a template Personal Data Request Form.