



# GENERAL DATA PROTECTION REGULATION

## Procedures for responding to Subject Access Requests made under the Data Protection Act 2018 and the General Data Protection Regulation

### Right of access to information:

Under the Data Protection Act 2018 and GDPR any individual has the right to make a request to access the personal information held about them.

### Actioning a Subject Access request:

1. Requests for information must be made in writing and a form is provided for this purpose. Once completed the Subject Access Request Form should be sent by email to the Data Protection Officer. If the initial request does not clearly identify the information required, then further enquiries will be made to establish the information required.
2. The identity of the requestor must be established before the disclosure of any information. Evidence of identity can be established by requesting a combination of the following documents:
  - Passport
  - Driving licence
  - Utility bills showing current address
  - Birth/marriage certificate
  - P45/P60
  - Credit card or mortgage statement

*This list is not exhaustive – please see Subject Access Request Form*
3. There may be a charge for the provision of information depending on the time and resources required. The fee charged will be determined by the DPO and is dependent on the administrative costs involved if the request is considered manifestly unfounded or excessive. A fee may also be charged if further copies are requested and this charge will be based on the administrative costs of providing further copies.
4. The response time for subject access requests will be one month. However, the one month will not commence until after receipt of any fees payable or clarification of information being sought.
5. The Data Protection Act 2018 allows exemptions regarding the provision of some information; therefore all information will be reviewed prior to disclosure. If there are concerns over the disclosure of information than additional advice may be sought.
6. The information disclosed should be clear, thus any codes or technical terms will need to be clarified and explained. If the information contained within the disclosure is difficult to read or illegible, then it should be retyped.