

Subject Access Request Procedure

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Document Overview

This Subject Access Request Procedure is a controlled document and is maintained on the server as read-only.

The Data Protection representative must ensure that all amendments are circulated, and obsolete copies removed and filed. Hard copies used for training and internal auditing are controlled and distributed as follows.

Circulation List

Date	Distribution List
	All Staff

Amendment History

This document is reviewed periodically, at least annually, and is retained for a period of 5 Years. Amendments and revisions are distributed to the named holders. The history of amendments and the issue of revisions are recorded below.

Date	Amend. No.	Page No.	New Issue No.	Reason for Change	Authorised by

Copies of this document other than those listed above will not be revised; such copies will be marked as **UNCONTROLLED**.

Key Roles and Responsibilities

Role and Responsibility	Name	Email address
Internal Data Protection Lead Process SARs	Hasina Allen	dataprotection@anewdirection.org.uk
Data Protection Officer Review and approve SAR responses	Lucian-Gabriel Burcea	lgburcea@clearcomm.org

Scope of Procedure

All personal data processed by A New Direction is in scope of this procedure.

Subject Access Request (SAR) Overview

What is a SAR?

Under GDPR, individuals have the right to obtain a copy of their personal data as well as other supplementary information. Individuals may request this to understand how and why we are processing their data and to check we are doing so lawfully.

Individuals have the right to obtain the following:

- confirmation that you are processing their personal data;
- a copy of their personal data; and
- other supplementary information

Who can make a SAR?

- A SAR request can be made by data subjects (any individual) who understand that A New Direction is processing any personal data about that individual.
- Individuals can make a subject access request verbally or in writing.
- An individual is only entitled to their own personal data, and not to information relating to other people (unless the information is also about them or they are acting on behalf of someone).
- The GDPR does not prevent an individual making a subject access request via a third party. In these cases, A New Direction needs to be satisfied that the third party making the request is entitled to act on behalf of the individual, but it is the third party's responsibility to provide evidence of this entitlement.

What happens when we receive a SAR?

When a SAR is received A New Direction will follow the SAR Procedure outlined below.

A New Direction will respond within the timeline required by the GDPR (30 days from verification).

The initial SAR request is free of charge. A New Direction may charge a 'reasonable fee' for any additional requests if they are deemed manifestly unfounded, excessive or repetitive (this will be decided together with our Data Protection Officer on case basis).

A New Direction may also extend the response time by a further two months where requests are complex or numerous. If this is the case the individual will be informed within a month from the initial request.

Who is responsible for SAR requests and responses?

The Data Controller is responsible for handling all SARs, maintaining the procedure and ensuring GDPR compliance.

What is included in SAR responses?

SAR responses will contain a description of the personal data that A New Direction holds; the purpose of processing, details of which staff have access to the data and the source of the data.

Subject Access Request Procedure

All SARs should be sent to the Data Controller, who is responsible for processing SARs. The Data Protection Officer is responsible for ensuring the SAR is processed within the GDPR.

The Data Controller will record the SAR in A New Direction's SAR Register.

1. Verification:

Subject Access Request procedure requires the individual to be verified. The verification process has three steps:

1. If SAR received by email check email matches records*
2. Request scanned copy of Driving Licence or Passport
3. Ask two verification questions (via phone or email) from the list below**:
 - Branch/Office location Data Subject registered details
 - Name of member of staff the individual frequently liaised with
 - Year relationship commenced

* If email does not match ask the individual to send request from email account registered – if they cannot refer to DPO

** Additional questions may be acceptable depending on specific circumstances. Both questions must be answered correctly. If there is a doubt refer to DPO

Verification points 1, 2 and 3 must be completed to action SAR.

The date the individual is verified will be recorded and A New Direction have 30 days from this date to provide the requested information.

If more time is needed to respond to the request, A New Direction may extend response time by two months; a reasonable explanation for this must be provided to the individual.

2. Process SAR:

- The Data Controller is responsible for ensuring all company data is reviewed against the SAR request. This may include searching all databases, all relevant filing systems (manual files) in A New Direction, including all backup and archived files, whether computerised or manual, all e-mail folders and archives.
- The Data Controller maintains an Asset Inventory that identifies where all data in A New Direction is stored.
- The Data Controller maintains a record of requests.

3. Review SAR Response:

- The Data Protection Officer is responsible for reviewing all provided documents to identify whether any third parties are processing data linked to the SAR request.

- Information that may be excluded from the SAR responses - Crime prevention and detection, Negotiations with the requester, Management forecasts, Confidential references, Information used for research or historical or statistical purposes, Information covered by legal professional privilege.

4. Provide SAR response to data subject:

- The SAR response may be provided to the data subject in electronic format, paper format or a reasonable format.

Document Management

This document is valid as of 28 May 2020.

This document is reviewed periodically and at least annually to ensure compliance with the following prescribed criteria.

- General Data Protection Regulation
- Legislative requirements defined by law, where appropriate

Lucian-Gabriel Burcea

Data Protection Officer