# Introduction

This Policy has been created to describe the approach taken by the ORGANISATION NAME to manging and responding to subject access requests,

This policy has been created to ensure that Subject Access Requests (SARs) are responded to completely and in line with legal requirements. This policy is made available to all who work for or on behalf of the ORGANISATION NAME and to interested parties upon request.

# Scope

The scope of this policy applies to all Subject Access Requests received and managed by the ORGANISATION NAME.

# Policy

It is the policy of the ORGANISATION NAME to ensure that Subject Access Requests (SARs) are responded to within the 30-day time frame as prescribed by the Data Protection Act 2018.

Those who work for or on behalf of the ORGANISATION NAME are trained to recognise and report a SAR without delay. SARs are forwarded to the JOB TITLE for assessment and response.

# Procedure

Any person at the ORGANISATION NAME who receives a Subject Access request is required to immediately forward the request to the JOB TITLE using the email inbox EMAIL.

The original recipient may respond to the person making the SAR to confirm that their request has been forwarded to the relevant figure for response, but they may not provide any information to the requester.

Upon receipt of the Subject Access Request, the JOB TITLE will send the standardised response as scripted within Annex A of this document. The initial response confirms the receipt of the SAR and will provide the requester with the latest date that the SAR will be completed. The email will also request that valid photo ID is provided to verify the identity of the requester and will check if the requester requires the disclosure to be sent to them via email or post.

The JOB TITLE will update the Subject Access Request Log to store the request and any information provided to the requester as part of the SAR.

## Step 1

The JOB TITLE shall first check that the requester is entitled to the data they are requesting and that they have made the request in writing. If the requester is unable to make the request in writing the JOB TITLE will record a verbal request by speaking to the Data Subject over the phone or in person.

If the request is broad in its nature and deemed excessive, the Data Subject will be contacted by the JOB TITLE to gather more information to better identify the personal data the Data Subject is requesting.

IMPORTANT NOTE: Data Subjects may only access personal data about themselves, data disclosed via a SAR should be thoroughly reviewed and any other personal data redacted / masked before disclosure.

Once the JOB TITLE is satisfied that all the information required to complete the SAR is gathered, the JOB TITLE will begin the search for the personal data.

## Step 2

The JOB TITLE will contact relevant parties who may process the personal data to include it in the SAR. Relevant parties will be provided within a 14 - day time frame to return the requested data to the JOB TITLE. IT will be advised of personal data to removed from future backup restores.

Once the data is received, the JOB TITLE will review the data pack and ensure that all personal data which does not relate to the request is redacted or masked.

All personal data which is to be disclosed to the Data Subject will be converted to PDF format so that redactions can be made permanent and “other” personal data that the requester is not entitled to, are redacted.

The JOB TITLE may request assistance from other departments to fulfil the request.

## Step 3

Once the personal data has been reviewed and redactions have taken place where necessary, the JOB TITLE will review the final disclosure pack to ensure completeness and will return to the requester via email unless a different method is proposed by the requester.

The disclosure shall be made with the standard response template as available within Annex B of this document.

## Requests for Deletion, Objection & Restriction

When a data subject makes a request to delete data, the JOB TITLE will check whether there is a legal reason to retain the data. Legal reasons to retain may include:

* The data includes financial data which the ORGANISATION NAME must retain for 6 + 1 years
* The data includes HR / contractual information which the ORGANISATION NAME must retain for 5 years
* The data includes safeguarding information which must be retained for up to 75 years

Each request for deletion must be reviewed and granted / denied based on their own merit and should not be rejected on a blanket basis. The JOB TITLE must review each request on an individual basis and may decide that some data shall be deleted but other data may be retained.

The JOB TITLE will respond to the data subject to detail the outcome of the request review and will include justification for the deletion and non – deletion of personal data.

When a request for the objection or restriction of the use of personal data is received, the JOB TITLE will review each request on an individual basis and decide if a restriction or objection can be upheld.

Where a SAR is requesting deletion, objection or restriction and there is no legal basis to reject the request, the JOB TITLE will work with internal ORGANISATION NAME parties to ensure that the request is actioned.

# Manifestly Unfounded or Excessive Subject Access Requests

Where a Subject Access Request is received and reviewed, a decision to reject the request can be made provided one of the following circumstances apply:

* The request will take exceptional hours to complete
* The request will involve unreasonable costs
* The request has been made to cause harassment or disruption
* The requester has offered to withdraw the request in exchange for a benefit (such as payment)
* It overlaps a similar request they are still addressing

Where a SAR is deemed excessive (it involves exceptional hours to complete or may involve unreasonable costs to the organisation), the requester may then be contacted to ask them to be more specific about the data they are asking for. A SAR can be less excessive if the requester is able to:

* Provide information of the exact personal data they require
* Provide a targeted time frame for the personal data
* Provide information on where they think the personal data is processed

Upon receipt of the information the JOB TITLE can reassess the request and decide if the personal data can be disclosed. The Requester will be advised of the outcome or further review and if a time extension is to be applied to answer the SAR.

Requesters who use SARs to cause harassment or disruption or to receive a benefit will be automatically rejected using the standard response in Annex C of this document.

Where a request overlaps a current request, the data subject will be advised to await the completion of the current request before submitting further requests.

## Annex A – Standard email response – Acknowledgement of the SAR

Please copy and paste the following text into an email to respond to the requester – ensure that the email title is updated with “Subject Access Request” then update the highlighted fields before sending:

Dear XXX

Thank you for making your Subject Access Request.

I am currently reviewing your request and aim to respond to the request no later than DAY DATE of MONTH 20XX.

In the meantime, please could you forward a copy of your photo ID to this email address so I am able to verify your identity to process this request?

Many thanks.

Kind regards,

NAME

## Annex B

This template is to be used when responding to a Subject Access Request with a disclosure of personal data. Please copy and paste this into the email:

Dear XXX

Thank you for making your Subject Access Request on DAY, DATE, MONTH YEAR.

Please find attached a zip file of the personal data you have requested.

Redactions may have been made during this disclosure, however, the documents which have been subject to redaction are complete with notes to ensure you understand why redactions have been made.

If you think that the redactions are unjust, you can appeal against the decisions by contacting EMAIL ADDRESS who will deal with your case or you may contact the ICO directly to complain about the way we have responded <https://ico.org.uk/make-a-complaint/>

If you have any further questions, please do not hesitate to get in touch.

Kind regards,

NAME

## Annex C

This template is to be used when rejecting a subject access request. Please ensure the email title is updated with “Subject Access Request” and then copy and paste the following into the email body:

Dear XXX

Thank you for making your Subject Access Request on DAY, DATE, MONTH YEAR.

We have made the decision to reject your Subject Access Request as we have deemed it manifestly unfounded or excessive. A request may be deemed as manifestly unfounded or excessive for the following reasons:

* The request will take exceptional hours to complete
* The request will involve unreasonable costs
* The request has been made to cause harassment or disruption
* The requester has offered to withdraw the request in exchange for a benefit (such as payment)
* It overlaps a similar request you have already submitted to us

You may appeal this decision by contacting [EMAIL](mailto:gdpr@dioceseofnorwich.org) ADDRESS who will review your case.

Or you may contact the ICO to complain about our decision <https://ico.org.uk/make-a-complaint/>

Kind regards,

NAME