

GDPR

SUBJECT ACCESS REQUEST (SAR) PROCEDURE

Changes to Subject Access Requests under GDPR

'Subject Access' is the individual's right to ask a Data Controller for a copy of all the personal information they are processing about them. This right exists under the Data Protection Act 2018 and General Data Protection Regulation (GDPR).

Data Controllers will no longer be able to charge a fee for providing this information to individuals, although Data Controllers will be able to charge fees if multiple additional copies are requested.

If the request for information is made by electronic means, the Data Controller is able to provide electronic copies of the data, unless the individual specifically requests hard copies. Requests can be made verbally or in writing, as well as electronically.

A Data Controller must have proof of identity (ID) of the individual before supplying information as this may contain sensitive personal data.

Any Subject Access Request should be responded to within one month (30 days) under GDPR. This may be extended by two further months if the request is particularly complex. The time does not start to elapse until the individual has submitted proof of ID.

Responding to a Subject Access Request (SAR).

Responding to a SAR can be time consuming and it is possible that the number of requests will increase as there is no longer a fee involved. Organisations must have resources in place to cope with the changes under GDPR.

Data Controllers may ask individuals about which part of the information they wish to see in order to narrow down the search, but individuals are not required to answer this question. It may not be necessary to include all the data held about someone depending on the information requested. It will be illegal to delete data once a request has been received.

It is important to keep within the timescale as stated above, and to see ID before providing any information.

All requests should be sent to:

Age UK H&W,
Malvern Gate,
Bromwich Road,
Worcester
WR2 4BN

Tel: 01905 740950 / 0800 008 6077

Email: qualityassurance@ageukhw.org.uk

Web: www.ageukhw.org.uk