

Subject Access Request (SAR) Policy

Introduction

Respect for All (RFA) is committed to upholding the rights of our contractors, volunteers and clients in line with the General Data Protection Regulation 2018 (GDPR). This includes the right of our clients, contractors, volunteers, or a member of the public to access the personal information that we hold on them. This document outlines how you can make such a request to RFA under GDPR and what our policy is for responding to them.

What is a Subject Access Request (SAR)?

A subject access request (SAR) is a written request for the personal information held about you by RFA.

How do you make a Subject Access Request (SAR)?

Please send your request to RFA Data Protection with the following information:

- Full name
- Address
- Contact telephone number
- Email address (if request is sent by post)
- Proof of identify (e.g. Photocopy of passport, driving license)
- Proof of address

Please also describe in as much detail as possible what information you are seeking, including any relevant details you think will help us identify the information you require.

We are unable to process a request if it is made over the telephone until a formal written request has been submitted. If you have disability which means you will find it difficult to make a request in writing, we will be able to consider your request verbally. We will need to be satisfied of your identity; once this has been achieved, we will discuss your request further.

You may request the following information for a SAR:

- The personal information we hold about you
- A description of the information
- What we use it for
- Who we might pass it on to
- How long we will hold it for (or how we make such decisions)
- Information about your rights in relation to the personal information we hold (the right to request correction, erasure, a pause on using the information or to object to that use)
- How to complain to the ICO
- Any information we might have about the source of the information

If we transfer your information outside the EEA, the safeguards in place to protect your data

RFA aims to respond to these requests efficiently and transparently. We will consider each request proportionately and there may be exemptions to what we are able to supply. Information may be exempt because it would adversely affect the rights and freedoms of others. For instance, if the information you request reveals details that may directly or indirectly identify another person, then we will have to seek consent from that person before we can disclose. If they do not provide consent, we will consider whether we are able to provide you the information in any event.

A subject access request can normally be made free of charge. RFA will respond as soon as possible and in any event within one month of receipt of the written request. Normally, no action will be taken on a

verbal request alone. If requests are complex or numerous, we will notify you that we may take longer than one month to respond and explain the reasons why.

A request for information may be made on your behalf via a third party for example a solicitor or family member. In these instances, Respect for All must ensure that the representative has your consent. The third party must also provide identification/documentation to support the request.

If you are requesting the information under the Mental Health Act 2005 you must confirm your capacity to act on behalf of the data subject.

How do we process a Subject Access Request (SAR)?

- Check identity
- Collate information
- Issue the requested information, redacted where appropriate

What would we consider to be an unreasonable request?

There are two main reasons why we wouldn't process a SAR; these are if the request is "manifestly unfounded or excessive" (for example, a repeat request) or if any of the information falls under an exemption.

If a previous request for a SAR has been made, we will look at the request to see if there has been enough time lapse between the two requests. We will look at the following:

- The nature of the information
- The time that has elapsed
- The number of changes that have occurred since the last request

If we find that no changes to the information have been made, then we will decline the request stating the reasons why.

If any of the information you request falls under the definition of exempt information, then we will be unable to provide you with this information.

What can you do if you spot an error in the information we provide?

If, when you receive your information, you notice that there is an error, please contact us straight away. We will rectify the information to ensure our records are up to date and destroy (when possible) the incorrect data.

If we do not agree or feel unable to decide whether the information is inaccurate, we will make a note of the alleged error and keep this on file for our records.