

Subject Access Request Policy

Nov | 2021

Responsible Committee: Executive Leadership Team

Date Effective: November 2018

Supersedes:

Next Review: November 2023

Version: 1.1

Comments (details of changes):

SUBJECT ACCESS REQUEST POLICY

This policy covers all of the SELDOC Group of Companies – since known as SELDOC or the Company.

The Company recognises that poor job performance due to incapability can be treated as a disciplinary offence.

Aim

Under the General Data Protection Regulations (GDPR), all individuals have a right to access the personal information that is held about them. To do so, individuals must make a subject access request, and this policy sets out how you should make a request, and our actions upon receiving such a request.

Definitions

“Personal data” is any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier, including your name.

“Special categories of personal data” includes information relating to:

- a) Race
- b) Ethnic origin
- c) Politics
- d) Religion
- e) Trade union membership
- f) Genetics
- g) Biometrics (where used for ID purposes)
- h) Health
- i) Sex life or
- j) Sexual orientation

Making a Request

A Subject Access request should be in writing in order for it to be processed more effectively and efficiently. If an individual wishes to make a Subject Access Request then they should complete the Subject Access Request Form (Appendix 1)

Requests should be made and signed by the individual wishing to make the Subject Access Request and should be accompanied by evidence of their identity. If this is not provided, we may contact you to ask that such evidence be forwarded before we comply with the request.

Subject Access Request Policy 2021

Requests made in relation to your data from a third party should be accompanied by evidence that the third party has been authorised to act on your behalf. If this is not provided, we may contact the third party to ask that such evidence be forwarded before we comply with the request.

Timescales

Usually, we will comply with your request without delay and at the latest within one month. Where requests are complex or numerous, we may contact you to inform you that an extension of time is required. The maximum extension period is 2 months.

Fee

There is no fee for complying with your request. However, if the request is manifestly unfounded or excessive, or it is repetitive, we may contact you requesting a fee. This fee must be paid in order for us to comply with the request. The fee will be determined at the relevant time and will be set at a level which is reasonable in the circumstances.

In addition, we may also charge a reasonable fee if you request further copies of the same information.

Information you will receive

When you make a subject access request, you will be informed of:

- Whether or not your data is processed and the reason for the processing of your data;
- The categories of personal data concerning you;
- Where your data has been collected from if it was not collected from you;
- Anyone who your personal data has been disclosed to or will be disclosed to, including anyone outside the EEA and the safeguards utilised to ensure data security;
- How long your data is kept for (or how that period is decided);
- Your rights in relation to data rectification, erasure, restriction of and objection to processing;
- Your right to complain to the Information Commissioner if you are of the opinion that your rights have been infringed;
- The reasoning behind any automated decisions taken about you.

Circumstances in which you request may be refused

We may refuse to deal with your subject access request if it is manifestly unfounded or excessive, or if it is repetitive. Where it is our decision to refuse your request, we will contact you without undue delay, and at the latest within one month of receipt, to inform you of this and to provide an explanation. You will be informed of your rights to complain to the Information Commissioner and to a judicial remedy.

We may also refuse to deal with your request, or part of it, because of the types of information requested. For example, information which is subject to legal privilege or relates to management planning is not required to be disclosed. Where this is the case, we will inform you that your request cannot be complied with and an explanation of the reason will be provided.