Recognising a request for personal information

Is this a business as usual request? e.g. request for bank statement

- **YES**
  - Process as normal

- **NO**
  - Under the Data Protection (J) Law is this a subject access request?

  - Be aware the request can take any format & not mention ‘subject access request’ or the law

In the rare event that you may not do this in the 4 weeks you must advise the requestor without delay & before the deadline

Do you hold the requestor’s information?

- **YES**
  - Refer to your DP Policy & SAR Guide
    - Note date of request
    - Note date of latest response to comply [4 weeks]
    - Send an acknowledgment
    - Do you need to verify requestors identity?
    - Consider if you need requestor to clarify or refine request [NB they don’t have to]

  - Do you hold the requestor’s information?
    - Search by all name variations ie Mr B Smith, B Smith, Smith B, Bert Smith, Albert Smith etc.
    - Catalogue & collate all relevant personal information; this could include CCTV footage, audio recordings, social media, opinions, staff records, supplier & customer records
    - Do any of these contain anyone else’s personal data?
      - a. Extract
      - b. Consent
      - c. Redact
      - d. Exemption...must identify and specify to requestor why exemption applies.
    - You must supply information in a format
      - a. Appropriate to the requestor
      - b. Easy to understand
    - You should consider
      - c. A ‘legend’ for special terms/abbreviations
      - d. Consider the format
      - e. Security of response
    - You must also advise requestor of all their information rights & right of appeal

  - **NO**

advice them accordingly