



Supporting and promoting positive living for people  
living with HIV

## **Managing Subject Access Requests**

June 2019

## Managing Subject Access Requests

The aim of this protocol is to ensure the timely management of Subject Access Requests subject to the Data Protection Act 2018 and the ICO's Subject Access Code of Practice.

1. When a Subject Access Request (SAR) is received you must notify the CEO.
2. If the request is made by telephone you should follow the procedure at **Annex D**.
3. When the request is received in writing you should follow the procedure below.
  - You must assign a reference number to the request beginning 'SAR' e.g. SAR1234.
  - Check that all the information required to manage the request has been received using the checklist at **Annex A**.
  - If all the information is complete you should send an acknowledgment letter to the requester (**Annex B**) and forward all the documentation to the CEO for processing the request.
  - If the information is incomplete you should send a letter to the requester specifying which information is needed in order to aid identification and / or process the request (**Annex C**). You should notify the CEO of the incomplete SAR.
4. Once the complete Subject Access Request is received the CEO will process the request and respond to the requester within 30 days.

**NB: Ensure that the personal data of other individuals is not disclosed in the SAR responses unless you have obtained explicit consent from the relevant individuals to do so. This must be in writing and kept in the Data Breach file.**
5. When the SAR is complete the CEO will respond by e-mail / letter either
  - attaching all relevant redacted information
  - inviting the requester to the centre with photographic ID to confirm their identity and collect the SAR (**Annex E**).
  - In some circumstances, e.g. where the requester is a staff member, consideration will be given to delivering the SAR response by signed for delivery or secure courier.
6. If the SAR cannot be fulfilled the CEO will inform the requester in writing accordingly (**Annex F**).
7. All Subject Access Requests should be recorded in the log (**Annex G**) along with details of how they were managed.
8. If the requester comes to collect the SAR, the form at **Annex H** should be completed and retained with the SAR file.
9. A copy of the information provided under an SAR will be held for two years after which time it will be destroyed as appropriate.

**Annex A**

**Positive Life Subject Access Request Checklist**

Date \_\_\_\_\_

Ref No \_\_\_\_\_

**Requester Details**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Tel \_\_\_\_\_

Email \_\_\_\_\_

**Information received with Subject Access Request**

Time frame

Description of documentation

Admin Fee required? Y/N

Information complete / acknowledgement letter sent to requester / request sent to CEO for processing

Information incomplete / letter sent to requester asking for further information / CEO notified

**Annex B**

**Letter template acknowledging receipt of Subject Access Request**

[Date]

[Reference number]

Dear [name]

**Re: Subject Access Request**

I acknowledge receipt of your request including the information to aid identification.

In line with the Data Protection Act 2018 we will respond to your request within 30 days. If your request is large or complex we may need a longer period to respond to you. If this is the case then we will write to you within one month of your request and explain the reasons for the delay.

Yours sincerely

CEO

**Annex C**

**Letter template requesting further information from requester**

[Date]

[Reference number]

Dear [name]

**Re: Subject Access Request**

I acknowledge receipt of your request. In order to aid identification and location on our system I would be grateful if you would supply the following as soon as possible

Date of information requested

Description of documentation / electronic record

Admin fee required? Y/N

Please quote the reference number at the top of this letter in all correspondence.

I will write to you to confirm receipt of all of the information and how I intend to proceed with your request.

Yours sincerely

CEO

## Annex D

### Handling Calls for Positive Life Subject Access Requests

For anyone taking a call requesting information they should

- Ask the caller for their full name, full address including postcode, contact telephone number and email address (if they have email)
- Ask the caller if they are making a Subject Access Request i.e. requesting a copy of any information they believe we hold in relation to them
- If the caller wishes to make a Subject Access Request, they must do so in writing within 28 days to

Chief Executive Officer  
Positive Life  
20 Derryvolgie Avenue  
Belfast  
BT9 6FN

- Or by e-mail to [jacquie@positivelifeni.com](mailto:jacquie@positivelifeni.com)
- They must also provide (where relevant) the dates they believe the information relates to
- A description of the documents or type of information requested (e.g. electronic or hard copy)
- Proof of identity and address
- A response will be issued to the requester within 30 days of receipt of all of the information above.

**Annex E**

**Template letter for disclosure of information**

[Date]

[Reference number]

Dear [name]

**Re: Subject Access Request**

I have located the information in relation to your request and have made a copy in suitable format for you.

This will be delivered by courier to your address within the next 48 hours / you may collect your information from the office by bringing this letter and photo ID\*.

\*Delete as appropriate

Please call me at the number below to arrange a convenient time.

Yours sincerely

CEO

## Annex F

### Template letter for non-disclosure

[Date]

[Reference number]

Dear [name]

**Re: Subject Access Request**

I refer to your Subject Access Request received on [date]. Unfortunately, we are unable to disclose this information to you as it cannot be located on our system / due to confidentiality reasons and in order to protect the privacy and identity of other individuals / as to comply with your request would involve an inordinate amount of resources \*

If you wish to appeal this decision, you should do so in writing, clearly outlining your reasons for appeal to

The Chair  
Positive Life  
20 Derryvolgie Avenue  
Belfast  
BT9 6FN

Otherwise, you may wish to contact the Information Commissioners Office at <https://ico.org.uk/>

\*delete as appropriate

Yours sincerely

CEO





## Annex H

### Subject Access Request (SAR) ID Check and collection confirmation

[Date]

[Reference number]

[NAME OF REQUESTER]

[NAME OF COLLECTOR (if not the requester)]

#### Type of ID

- |                 |                          |
|-----------------|--------------------------|
| Passport        | <input type="checkbox"/> |
| Driving Licence | <input type="checkbox"/> |
| Travel Pass     | <input type="checkbox"/> |
| Voter ID Card   | <input type="checkbox"/> |
| Other [NAME]    | <input type="checkbox"/> |

#### Confirmation of collection

I confirm that I have received a Subject Access Request from Positive Life.

---

**Signed**

---

**Date**