

Subject Access Request Procedure



May 2018

Review Date: May 2021

Subject Access Request Procedure

Scope

All personal data processed by in at the deep end is within the scope of this procedure.

Data subjects are entitled to obtain:

- Confirmation as to whether in at the deep end is processing any personal data about that individual;
- Access to their personal data;
- Any related information.

in at the deep end Ltd as a company includes the Training Wave brand. Therefore, throughout all of our policies where we refer to in at the deep end it also applies to any bookings or courses undertaken within the Training Wave brand.

Responsibilities

The Data Protection Officer (DPO) is responsible for the application and effective working of this procedure, and replying to Subject Access Requests (SARs).

The Data Protection Officer (DPO) is responsible for handling all SARs.

Procedure

1. Subject Access Requests are made using the Subject Access Request Record (*13—Subject Access Request Form*).
2. The data subject provides in at the deep end with evidence of their identity, in the form of a current passport or driving licence, and the signature on the identity must be cross-checked to that on the application form.
3. The data subject specifies to in at the deep end specific set of data held by in at the deep end on their subject access request (SAR). The data subject can request all data held on them.
4. in at the deep end records the date that the identification checks were conducted and the specification of the data sought.
5. in at the deep end provides the requested information to the data subject within one month from this recorded date.
6. Once received, the subject access request (SAR) application is immediately forwarded to the Data Protection Officer (DPO), who will ensure that the requested data is collected within the specified time frame in clause 5 above.

Collection entails:

- Collecting the data specified by the data subject, or
- Searching all databases and all relevant filing systems (manual files) within in at the deep end including all back up and archived files (computerised or manual) and all email folders and archives. The Data Protection Officer (DPO) maintains a data map that identifies where all data on in at the deep end is stored.

The Data Protection Officer (DPO) maintains a record of requests for data and of its receipt, including dates.

If the Data Protection Officer (DPO) receives a request from a child before responding to the child the Data Protection Officer (DPO) considers their ability to making the request by adequately explaining any implications of sharing their personal data, etc.

The Data Protection Officer (DPO) reviews all documents that have been provided to identify whether any third parties are present in it, and either removes the identifying third party information from the documentation or obtains written consent from the third party for their identity to be revealed.

If any of the requested data is being held or processed under one of the following exemptions, it does not have to be provided:

- National security
- Crime and taxation
- Health
- Education
- Social Work
- Regulatory activity
- Journalism, literature and art
- Research history, and statistics
- Publicly available information
- Corporate finance
- Examination marks
- Examinations scripts
- Domestic processing
- Confidential references
- Judicial appointments, honours and dignities
- Crown of ministerial appointments
- Management forecasts
- Negotiations
- Legal advice and proceedings

- Self-incrimination
- Human fertilization and embryology
- Adoption records
- Special educational needs
- Parental records and reports.

In the event that a data subject requests in at the deep end to provide them with the personal data stored by the controller/processor, then in at the deep end will provide the data subject with the requested information in electronic format, unless otherwise specified. All of the items provided to the data subject are listed on the reply letter to them. This shows the data subject's name and the date on which the information is posted to, delivered to, and received by, the data subject (or estimates where information regarding posting is not available)

In the event that a data subject requests what personal data is being processed then in at the deep end provides the data subject with the following information:

Purpose of the processing

- Categories of personal data
- Recipient(s) of the information, including recipients in third countries or international organisations
- How long the personal data will be stored
- The data subject's right to request rectification or erasure, restriction or objection, relative to their personal data being processed.
 - in at the deep end removes personal data from systems and processing operations as soon as a request for erasure has been submitted by the data subject.
 - in at the deep end contacts and communicates with other organisations, via their required methods where the personal data of the data subject is being processed, to cease processing information at the request of the data subject.
 - in at the deep end takes the appropriate measures without undue delay in the event that the data subject has: withdrawn consent (*14—Data Subject Withdrawal Notice (adult) or 15—Data Subject Withdrawal notice (child)*); objects to the processing of their personal data in whole or part; no longer under legal obligation and/or has been unlawfully processed.
- Inform the data subject of their right to lodge a complaint with the supervisory authority and a method to do so.
- Information on the source of the personal data if it hasn't been collected from the data subject.
- Inform the data subject of any automated decision-making.

- If and where personal data has been transferred and information on any safeguards in place.

in at the deep end uses the following electronic formats to respond to SARs:

- .docx
- .PDF
- .JPEG/JPG/GIF.

Monitoring and Review

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

Document Owner and Approval

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff on BaseCamp.

This policy was approved by the Company Directors on 2nd March 2018 and is issued on a version controlled basis under the signature of Managing Director.

Date	Version	Author/Contributor	Amendment Details
December 2017	1.00	Mark Mc Nichol	Implementation
May 2018	1.10	Mark Mc Nichol	Addition of Training Wave branding

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