



SUBJECT ACCESS REQUEST PROCEDURE

This procedure is to be followed when an individual contacts Bugbrooke Parish Council to request access to their personal information held by the Council. A subject access request can be made verbally or in writing (including email). Requests must be responded to within one calendar month of receipt, or from the date identity is verified if verification is required. The response period may be extended by a further two months where requests are complex or numerous, and the requester will be informed of this within one month. SAR's should be provided free of charge, however, the parish council can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive or refuse to act on the request in such cases, with justification provided to the requester. The Clerk is responsible for coordinating responses to Subject Access Requests.

The steps below should be followed to action the request:

1. Is it a valid subject access request?
 - a) The request must be verbally or in writing (letter or email).
 - b) Has the person requesting the information provided you with sufficient information to allow you to search for the information? (You are allowed to request for more information from the person if the request is too broad.)
 - c) Requests made on behalf of another individual must include evidence of authority (e.g. written consent or legal authority).
2. Verify the identity of the requestor.
 - a) You must be confident that the person requesting the information is indeed the person the information relates to. Reasonable steps must be taken to verify identity. This may include requesting copies of identification documents. In-person attendance should not be required unless necessary. Where additional information or identification is required, the response period will be paused until this is received.
3. Determine where the personal information will be found
 - a) Consider the type of information requested and use the data processing map to determine where the records are stored. Searches should include all relevant systems, including email accounts, paper files, and archived records. (Personal data is data

which relates to a living individual who can be identified from the data (name, address, email address, database information) and can include expressions of opinion about the individual.)

- b) If you do not hold any personal data, inform the requestor. If you do hold personal data, continue to the next step.

4. Screen the information

- a) Some of the information you have retrieved may not be disclosable due to exemptions, where necessary, advice should be sought before applying exemptions. Only the minimum necessary information should be withheld when applying exemptions.

Examples of exemptions are:

- References you have given
- Publicly available information
- Crime and taxation
- Management information (restructuring/redundancies)
- Negotiations with the requestor
- Regulatory activities (planning enforcement, noise nuisance)
- Legal advice and proceedings
- Personal data of third parties

5. Are you able to disclose all the information?

- a) In some cases, emails and documents may contain the personal information of other individuals who have not given their consent to share their personal information with others. If this is the case, the other individual's personal data must be redacted before the SAR is sent out.
- b) Wherever possible, information should be redacted rather than withheld entirely.

6. Prepare the SAR response (using the sample letters at the end of this document) and make sure to include as a minimum the following information:

- a) the purposes of the processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipients to whom personal data has been or will be disclosed, in particular in third countries or international organisations, including any appropriate safeguards for transfer of data;
- d) where possible, the envisaged period for which personal data will be stored, or, if not possible, the criteria used to determine that period;
- e) the existence of the right to request rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- f) the right to lodge a complaint with the Information Commissioners Office ("ICO");
- g) if the data has not been collected from the data subject: the source of such data;
- h) the existence of any automated decision-making, including profiling and any meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

- i) Personal data must be provided securely, using appropriate methods such as encrypted email or secure file transfer where necessary.

Be sure to also provide a copy of the personal data undergoing processing.

All SAR's should be logged to include the date of receipt, identity of the data subject, summary of the request, indication of if the Council can comply, date information is sent to the data subject and include any delays, exemptions applied, and date of completion

Sample letters:

1. Replying to a subject access request providing the requested personal data

"[Name] [Address]

[Date]

Dear [Name of data subject]

Data Protection subject access request

Thank you for your letter of *[date]* making a data subject access request for *[subject]*. We are pleased to enclose the personal data you requested.

Include 6(a) to (h) above.

Copyright in the personal data you have been given belongs to the council or to another party. Copyright material must not be copied, distributed, modified, reproduced, transmitted, published or otherwise made available in whole or in part without the prior written consent of the copyright holder.

Yours sincerely"

2. Release of part of the personal data, when the remainder is covered by an exemption

"[Name] [Address]

[Date]

Dear [Name of data subject]

Data Protection subject access request

Thank you for your letter of *[date]* making a data subject access request for *[subject]*. To answer your request we asked the following areas to search their records for personal data relating to you:

- [List the areas]

I am pleased to enclose *[some/most]* of the personal data you requested. *[If any personal data has been removed]* We have removed any obvious duplicate personal data that we noticed as we processed your request, as well as any personal data that is not about you. You will notice that *[if there are gaps in the document]* parts of the document(s) have been blacked out. *[OR if there are fewer documents enclose]* I have not enclosed all of the personal data you requested. This is because *[explain why it is exempt]*.

Include 6(a) to (h) above.

Copyright in the personal data you have been given belongs to the council or to another party. Copyright material must not be copied, distributed, modified, reproduced, transmitted, published, or otherwise made available in whole or in part without the prior written consent of the copyright holder.

Yours sincerely”

3. Replying to a subject access request explaining why you cannot provide any of the requested personal data

“[Name] [Address]

[Date]

Dear [Name of data subject]

Data Protection subject access request

Thank you for your letter of *[date]* making a data subject access request for *[subject]*.

I regret that we cannot provide the personal data you requested. This is because *[explanation where appropriate]*.

[Examples include where one of the exemptions under the data protection legislation applies. For example the personal data might include personal data is ‘legally privileged’ because it is contained within legal advice provided to the council or relevant to on-going or preparation for litigation. Other exemptions include where the personal data identifies another living individual or relates to negotiations with the data subject. Your data protection officer will be able to advise if a relevant exemption applies and if the council is going to rely on the exemption to withhold or redact the data disclosed to the individual, then in this section of the letter the council should set out the reason why some of the data has been excluded.]

Yours sincerely”

Signed _____ Chairman 11th May 2026