

HELPRINGHAM PARISH COUNCIL

SUBJECT ACCESS REQUEST PROCEDURE

Adopted: 19/8/26

Minute ref: 76/27

Review: July 2027

This procedure is to be followed when an individual contacts Helpringham Parish Council to request access to their personal information held by the Council.

Requests should be actioned as soon as received as they must be completed within **one month**, however the deadline may be extended by up to **a further two months** for complex or multiple requests. The requester must be informed within the first month if an extension is needed. SAR's should be provided free of charge, however, a 'reasonable fee' can be charged for requested deemed to be unfounded or excessive including repeated requests for the same information.

The steps below should be followed to action the request:

Is it a valid subject access request?

- The request must be in writing (letter, email, social media or fax).
- 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.)

Verify the identity of the requestor.

- Photo ID (passport, driving licence)
- Proof of address.
- Security questions.
- Cross-checking council records.
- Secure electronic verification.

Physical attendance should only be required where necessary.

Determine where the personal information will be found

- Consider the type of information requested and refer to the Council's Record of Processing Activities to determine where the records are stored. (Personal data is data which relates to a living individual who can be identified from the data (name, address, email address, database information))
- If you do not hold any personal data, inform the requestor.
- If you do hold personal data, continue to the next step.

Screen the information

Some of the information you have retrieved may not be disclosable due to exemptions and exemptions must be applied carefully and only where justified. Legal advice should be sought if unsure.

Examples of exemptions are:

- Confidential references received
- 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
- Safeguarding
- Information relating to social work or health data

- Archiving in the public interest

Are you able to disclose all the information?

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. Before redacting consider:

- Whether disclosure is reasonable
- Whether consent can be sought
- Whether the requester's rights outweigh the third party's rights
- Whether partial disclosure is possible.

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:

- The purposes of the processing;
- The categories of personal data concerned;
- The recipients or categories of recipients;
- Where possible, the envisaged retention period for the personal data;
- The existence of the right to request rectification, erasure, restriction or objection;
- The right to lodge a complaint with the Information Commissioners Office ("ICO") - Tel 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF;
- If the data has not been collected from the data subject: the source of such data;
- The existence of any automated decision-making;
- The lawful basis for processing the data;
- Whether an extension has been applied and why.

Provide a copy of the personal data undergoing processing.

Logging of SARs

All SAR's should be logged to include:

- Date of receipt
- Identity of the data subject;
- Summary of the request;
- Whether additional information was requested;
- Whether identity was verified;
- Whether an extension was applied;
- Whether exemptions were applied;
- Whether redactions were made;
- Lawful basis for processing
- Outcome of the request.
- Date information is sent to the data subject;
- Officer responsible for completing the SAR;

Sample letters:

Replying to a subject access request providing the requested personal data

[Name] [Address]

[Date]

Dear [Name of data subject]

Subject Access Request - Response

Thank you for your requested dated [date]. We are pleased to provide the personal data you requested.

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

Please find enclosed:

- The purposes of processing
- The categories of personal data
- The recipients of the data
- The retention period
- Your rights under UK GDPR
- The lawful basis for processing
- Information on automated decision-making (if applicable)
- A copy of the personal data we hold about you

Yours sincerely

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

[Name] [Address]

[Date]

Dear [Name of data subject]

Subject Access Request – Partial Disclosure

Thank you for your request dated [date].

We have enclosed the personal data we are able to disclose. Some information has been withheld because:

- It contains third-party personal data
- It is legally privileged
- It relates to ongoing negotiations
- It falls under a UK GDPR exemption

All withheld information has been redacted or removed.

Yours sincerely

Replying to a subject access request explaining why no data can be provided

[Name] [Address]

[Date]

Dear [Name of data subject]

Subject Access Request – No Disclosable Data

Thank you for your request dated [date].

We regret that we cannot provide any personal data because:

[Insert reason: e.g., no data held, exemption applies, legally privileged, etc.]

Yours sincerely”