

The Right of Access – Data Subject Access Requests: how to handle them

<https://www.dpnetwork.org.uk/right-access-gdpr/>

The right of access is nothing new, but there are some changes ushered in by the EU General Data Protection Regulation (GDPR). There's also the anticipation that increased awareness (and the removal of the fee) will see the number of requests received rise.

It's crucial that employees are aware of what a Data Subject Access Request (DSAR) is and the importance of immediately passing such requests to the Data Protection Officer or relevant member of staff/team. Time is of the essence!

What is a data subject access request?

A DSAR is a request from a data subject to be provided with a copy of the personal data being processed by a Controller and an explanation of the purposes for which personal data is being used. A complaint or general query about how personal data is being used does not constitute a DSAR, for example a query about why marketing is being received or where you got someone's name from. A DSAR is specifically when anyone asks to receive a copy of the personal data you may hold for them. A request does not need to be formerly called a "subject access request" or "access request" for it to constitute one, and they will rarely be entitled as such.

A request could be sent to any department and come from a variety of sources. Individuals do not need to officially write a letter addressed to the Data Protection Office for it to be a valid request. They might be submitted by email or social media and may be addressed to the "wrong" department or person.

EXAMPLE We would remind you that a standard SAR request will confirm details of whether any personal data is being processed and an individual will require:

- *any document sent by the bank to the Client.*
- *any document sent by you to a third party.*
- *any document sent by a third party to you.*
- *any telephone audio file between you and the Client, and any audio file or telephone transcription between you and a third party.*
- *confirmation and documentation for any credit lines associated with the Client or any partnership or Company he is party to and/or provides guarantees for*
- *where there has been any event in the Client's account history over this period which has required manual intervention by any person, we require disclosure of any indication or notes which have either caused or resulted in that manual intervention.*
- *specific details of the fees/charges levied by any other agency in respect of these accounts and a detailed breakdown of said fees/charges and what each charge relates to and on what date said fees/charges were levied.*
- *a genuine copy of any notice of fair use of the Client's data as required by the Data Protection Act 1998.*
- *a list of third party agencies to whom you have disclosed the Client's personal data and a summary of the nature of the information you have disclosed.*

I trust you find the above clear and unambiguous however should you have any queries please do not hesitate to contact us.