

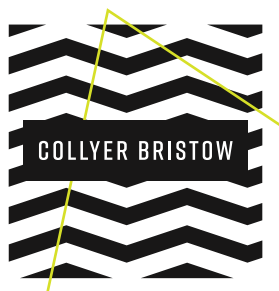
HOW TO RESPOND TO A **DSAR**

Under the GDPR, data subjects have the right to access their own personal data held by an organisation. This includes, for the data subject, the right to obtain information as to whether or not personal data is being processed about him or her and, if data is being processed, the right to receive a copy of his or her personal data. When requested, the information must be provided free of charge. You must act on the Data Subject Access Request (DSAR) without undue delay and at the latest within one month. Failure to reply or a delay beyond one month without good reason may lead to a complaint to the Information Commissioner's Office.

HOW TO RESPOND

It is best to have a written procedure for responding to DSARs, including training for staff on how to recognise them, and clear lines of responsibility for preparing responses. The procedure should include:

- 1. DSAR IS MADE** (whether in writing or by email or other electronic means, or orally). Make sure each DSAR is clearly identified and immediately passed to the relevant person or group to respond. Consider making forms available on a website to streamline the DSAR process.
- 2. ACKNOWLEDGEMENT OF DSAR** Confirm that you will act on it without undue delay and at the latest within one month. Diarise the latest date.
- 3. INITIAL ASSESSMENT**
 - a. Confirm the data subject's identity, unless you are completely confident that the requester is entitled to make the request.
 - b. Consider whether to ask the data subject to provide further details that would help narrow the search in order to facilitate the request.
 - c. Consider the context of the request. If the DSAR is manifestly unfounded or excessive, you may charge a reasonable fee for responding, or refuse to deal with the request. Either way you must justify your decision.



4. FIND AND RETRIEVE PERSONAL DATA

- a. Retrieve the data subject's personal data by searching, on your main servers, for emails and other documents which refer to the data subject, with the help of a search tool.
- b. If some of the personal data found relates to more than one individual, consider whether the other individual has given consent or whether it is reasonable to disclose the information about the other individual without consent.
- c. If copies of documents are to be provided, consider redacting information about other individuals and any information that is not personal data at all.
- d. Consider whether any legal exemptions to complying with a DSAR apply.

5. PROVIDE INFORMATION TO THE DATA SUBJECT

- a. If the request is made electronically, provide the information in a commonly used electronic format, unless otherwise required.
- b. Where possible, provide remote access to a secure self-service system to give the individual direct access to his or her information.
- c. Produce copies of documents with redactions, or extract the personal data and copy it to a different document.

6. LOG DETAILS OF THE DSAR

- a. Ensure that you keep a record of all data processing activities including DSARs and responses.

We can provide practical, pragmatic and cost-effective advice on putting a suitable policy and procedure in place, and also on the complexities of preparing a response which complies with the legal requirements.

FOR FURTHER INFORMATION PLEASE CONTACT OUR DATA PROTECTION TEAM
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