

## Subject Access Request (SAR) Procedure

### Introduction

Gendered Intelligence (GI) is committed to being transparent about how we process data and meeting our obligations under the General Data Protection Regulation (GDPR). Please see the Data Protection Policy for an overview of our approach. Jay Stewart, CEO, is the Named Representative for data protection at Gendered Intelligence and should be contacted on [jay.stewart@genderedintelligence.co.uk](mailto:jay.stewart@genderedintelligence.co.uk) if you have any queries.

This document outlines how individuals can access their data or request changes to how we process it.

### Process

Individuals have the right to make a subject access request.

When making an SAR, individuals must:

- Make the request in writing. We have created an SAR form (Appendix A) which ensures we have all the information required to process the request, but requests can be made in writing or by email if preferred. Verbal requests in person or by phone/ Skype cannot be accepted.
- Provide proof of their identity when requested. As a trans-led organisation, we are aware that identity documentation does not always match the name you are using, and we will be as sensitive as possible while fulfilling our legal obligations to keep your data secure. Please talk to the named representative for more information if you are concerned.
- Specify what they want to know about their data e.g. what categories of data are stored, how long is data stored, how to rectify or erase data, etc

To make a subject access request, the individual should send the request to [jay.stewart@genderedintelligence.co.uk](mailto:jay.stewart@genderedintelligence.co.uk). The GDPR requires that responses are made within one month from the request being received, but Gendered Intelligence will aim to respond as quickly as possible.

Provided that the above conditions are met, Gendered Intelligence will confirm whether or not data is held about the individual and then provide:

- a description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations or people;
- a copy of the information comprising the data. This will normally be in electronic form if the individual has made a request electronically, unless they agree otherwise); and given details of the source of the data (where this is available).

If the individual wants additional copies, Gendered Intelligence will charge a fee, which will be based on the administrative cost to Gendered Intelligence of providing the additional copies.

### **Exemptions**

If disclosure of data in response to an SAR would result in disclosure of personal data about another individual who has not consented to this disclosure, then Gendered Intelligence will deny the SAR.

If an SAR is manifestly unfounded or excessive, Gendered Intelligence is not obliged to comply with it. Alternatively, Gendered Intelligence can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. An SAR is likely to be manifestly unfounded or excessive where it repeats a request to which Gendered Intelligence has already responded. If an individual submits a request that is unfounded or excessive, Gendered Intelligence will notify them that this is the case and whether or not it will respond to it.

If an individual wishes to appeal against GI's refusal to provide access to data they should put their appeal in writing to the named representative within seven days of receiving the letter confirming GI's decision to refuse access. If an individual is still unhappy after this appeal, they can seek advice from the ICO ([www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)).

### **Document review process**

Version: 1.0

Draft approved for circulation: May 2018

Board approval due: July 2018

Review Due: July 2020

## Appendix A: Subject Access Request (SAR) Form

The Data Protection Act 2018 provides any individual (or 'Data Subject') with the right to receive a copy of the personal data we hold about you.

This form is used to confirm your identity and to assist us in locating your personal data. This form can also be used to confirm the identity and authority of someone making the request on behalf of the Data Subject.

Your request will be processed within one calendar month of receipt by us of such information we may reasonably require to satisfy ourselves as to your identity and to confirm the Information sought.

Please complete sections A-D, and return this form together with your proof of identity to GI's Named Representative (see Section D for details).

You do not need to use this form to submit an SAR, but if you do not use this form, please ensure you provide all the relevant details, or the processing of your SAR may be delayed.

### A. Details of the Data Subject

Surname:

Forename(s):

Former surname(s) (where relevant):

Address (This is the address to which any hard copy replies will be sent):

Post Code:

Country:

Daytime telephone:

Email (this is the address to which any electronic copies will be sent):

Please indicate your relationship with Gendered Intelligence

- Current Employee
- Former Employee
- Volunteer
- Service User
- Parent/Carer
- Other (please specify) .....

### B: Confirming your identity

Are you the Data Subject? Please delete as appropriate. YES / NO

If you answered “Yes”, go straight to Section C. Otherwise, please provide the following information:

Surname: Forename(s)

Former surname(s) (where relevant)

Address:

Post code: Email:

Daytime telephone:

NOTE: If you are NOT the Data Subject, you must supply documentary evidence to confirm the Data Subject’s authority which supports this request e.g. the Data Subject’s written authority, enduring power of attorney. We must see certified copies: one on which a person able to sign (e.g. Justice of the Peace, solicitor, medical doctor) has certified that it is a true copy of the original document.

### **Section C: Data requested**

Please describe the data which you are seeking as precisely as you can. Continue on a separate sheet if necessary:

A Subject Access Request is free unless the request is manifestly unfounded or excessive. Gendered Intelligence can charge a reasonable fee for multiple requests. If this is the case, GI will contact you before processing your SAR.

Gendered Intelligence will do its best to provide the information you require. However there may be some data we cannot provide, for example when providing the data would:

- Interfere with someone else’s right to privacy
- Interfere with ongoing legal process or investigation

### **Section D: Proof of Identity & Declaration**

It is our legal responsibility to ensure that we do not share your data with the wrong person, and that is why we require proof of identity. However we also want to make it possible for you to submit a Subject Access Request without unnecessary barriers. We are aware that many young or trans people may not have the following documents, and so we will work with you to secure alternative means of identification. If you cannot supply any of these items, please contact GI's CEO.

Please enclose the following with this form:

**i) Proof of your identity.** Please supply a photocopy (not originals) of one of the following, and tick the box to indicate which one you are enclosing.

- Full valid driving licence issued by a member state of the EU
- Birth certificate or certificate of registry of birth or adoption certificate
- Full valid current passport – only the identification page
- ID card issued by a member state of the EU
- Travel documents issued by the Home Office
- Certificate of Naturalisation or Registration

**ii) Change of name.** If the Data Subject's name is now different from that shown on the document you submit to confirm their identity, you must also supply documentary evidence to confirm the Data Subject's change of name e.g. marriage certificate, decree absolute or nisi papers, change of name deed or statutory declaration. Please indicate below what papers you have enclosed:

- I have enclosed the following document to confirm my name change:  
.....
- Not applicable

**iii) Proof of address.** You must also confirm the address of the Data Subject by sending us a copy of one of the documents listed below. Please tick the appropriate box to indicate which document you have enclosed.

- Gas, electricity, water or telephone bill in the Data Subject's name for the last quarter
- Council tax demand in the Data Subject's name for the current financial year
- Bank, building society or credit card statement in the Data Subject's name for the last Quarter.

**iv) Declaration.**

I confirm that I am either the Data Subject, or am acting on their behalf. I am aware that it is an offence to unlawfully obtain such personal data e.g. by impersonating the Data Subject.

I certify that I am the person named on this form and that I wish to be provided with the data which I have specified relating to myself under the Data Protection Act 1998. I will not publish any data which is supplied to me without prior permission from Gendered

Intelligence or copyright owner (if copyright is not owned by GI), except where permitted by law.

I certify that the information given in this form is true. I understand that it is necessary for Gendered Intelligence to confirm my/the Data Subject's identity and it may be necessary to obtain more detailed information in order to confirm my identity and/or locate the correct information.

Signature:

Print Name:

Please send your form and proof of identity / address to:

Jay Stewart, CEO, Gendered Intelligence, VAI, 200 Pentonville Road, London

#### **Data Protection Act Declaration**

The data gathered by this form will be used to process your Subject Access Request under the Data Protection Act. It will be held by the CEO at Thomley. The data will be held for six years from the date when we responded to your request, unless your request forms part of an ongoing case, in which case the data will be kept for as long as necessary.

#### **Staff use only**

Provide date and name of staff member who has checked or actioned below:

Form received:

ID received:

Fee charged?:

Response: