APPPENDIX 1

Data Subject Access Requests (SAR) Procedure

The General Data Protection Regulation (GDPR) gives you the right to find out what information an organisation stores/holds about you. A Subject Access Request (SAR) gives an individual the right to find out what personal data an organisation holds about them, why it is held, and with whom it is shared.

1. Definitions

Data Subject	Individual who LSHA holds Personal Data about.
Personal Data	Information which directly relates to a Data Subject and which is identifiable to them.
Corresponding Information	Information relating to the processing of Personal Data, which is usually contained within Privacy Notices.
Privacy Notices	Notices given to Data Subjects when they provide their Personal Data to LSHA which informs them about how the data will be used, whom it will be shared with, how long it will be held for, etc.
Regulatory Authority	Information Commissioners Office.

2. Right to Access

Data Subjects have a Right of Access under the GDPR that allows them to make requests to organisations that hold Personal Data about them.

This right allows individuals to find out what information an organisation has about them, whether this information is being processed and to make a request to access such information.

A request gives Data Subjects the right to obtain confirmation that their Personal Data is being processed, access to their Personal Data and corresponding information.

Right to Access is intended to allow Data Subjects the ability to verify the lawfulness in terms of the processing of their Personal Data and a copy of that Personal Data.

3. Data Subject Access Request (SAR) Procedure

Data Subjects submitting a request for information must follow this Procedure:

a) Make a request in writing, using the form attached at Annex A, to the Data Protection Officer (DPO) at info@LSHA.co.uk;

b) The request should include documents confirming the identity of the Data Subject such as a driving licence, passport or birth certificate. A copy of the original document is accepted. If sufficient ID is not submitted with the original request, the Legal Services Manager/DPO will request this identification, and no documentation will be released until identification is confirmed; and

c) The request should provide detail about the information the Data Subject wishes to request such as where and whom the information is believed to be held by. These details allow for efficient location and retrieval of the information requested.

LSHA reserves the right not to disclose any information about a third party to whom LSHA owes a duty of confidence or privacy. Information given will only be that relating to the Data Subject.

Any queries about requests should be directed to the DPO at foi@LSHA.co.uk.

4. Dealing with Requests

Once LSHA receives a request, the designated team within Corporate Services will issue a response within one month of receipt. If, however, the request is complex or numerous, an extension by a further two months could be made.

Should an extension be required, the Data Subject will be notified of the extension and the reasons as to why it is required, within one month of receipt of the request.

LSHA will provide a copy of the information in response to a request free of charge.

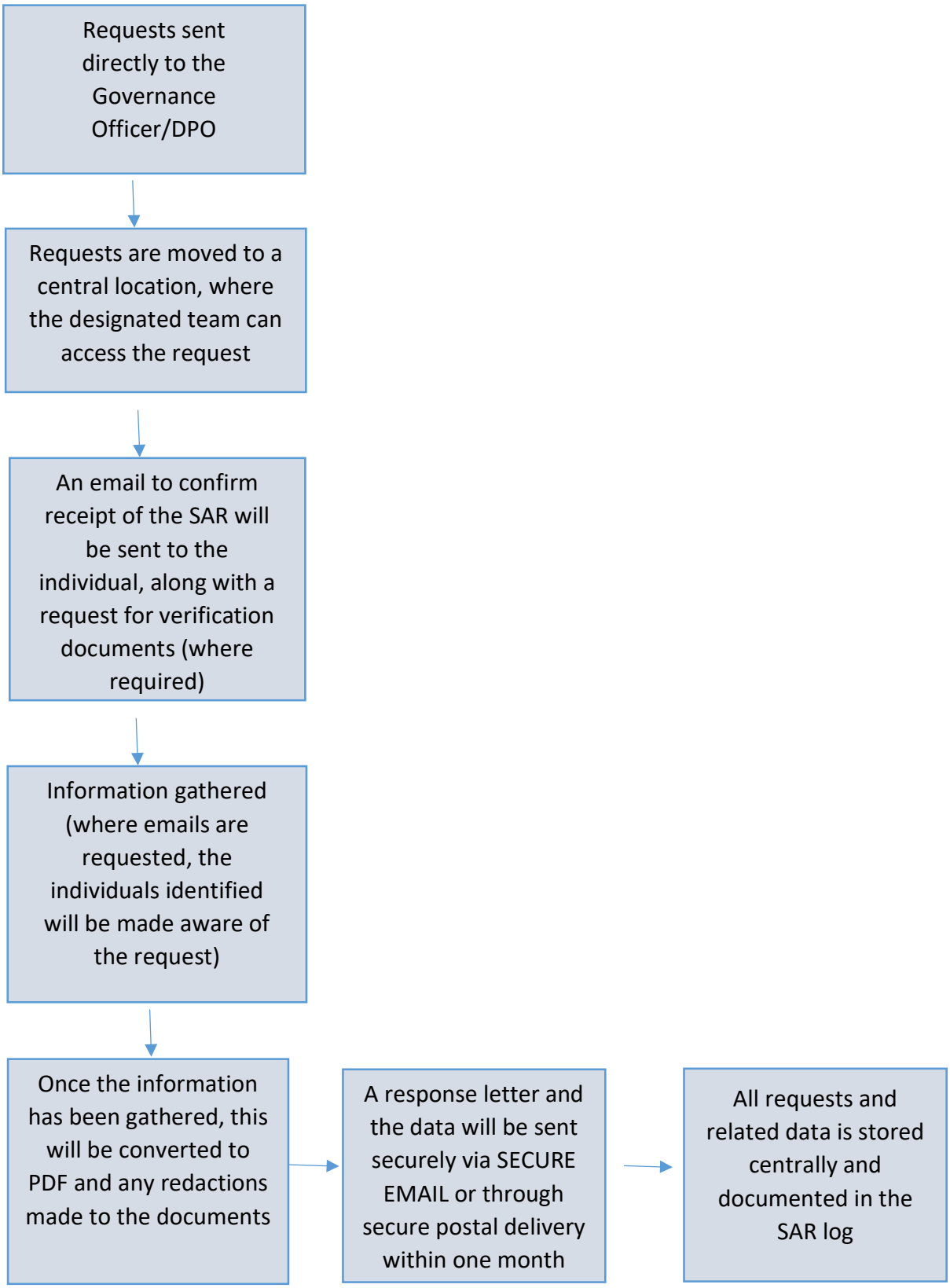
Should a request be manifestly unfounded or excessive, particularly because it is repetitive, a reasonable fee can be charged. A reasonable fee may also be charged for further copies of the same information but not all subsequent requests.

5. Refusing a Request

If a request is manifestly unfounded or excessive, particularly where it is repetitive, then the request can be refused.

Should a request be refused, the Data Subject will be informed of the reasons why it is refused and will be informed of their right to complain to the Regulatory Authority (the Information Commissioner's Office) and to a judicial remedy, within one month of receipt of the request.

Work Flow - SAR



ANNEX A

LSHA
Morrison House
Bayfield
Portree
Isle of Skye, IV51 9EW

Subject Access Request Form

Please fill in the details below, to enable us to provide you the information which you are entitled to under the General Data Protection Regulation (GDPR)

First Name:	
Surname:	
Date of Birth:	
Full Address:	
Postcode:	
Contact: (email/phone number)	
Type of ID:	
Any other additional info:	

Please give details of the information you require from us:

We request that you kindly provide us with the following additional ID for verification of your identity:

- Photographic ID – passport/driving licence (or similar ID document);

Please note that we will endeavour to respond to your request within one month of receipt. If for any reason this may take longer, we will contact you to notify you of an expected date of receipt.

Date of receipt:	

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