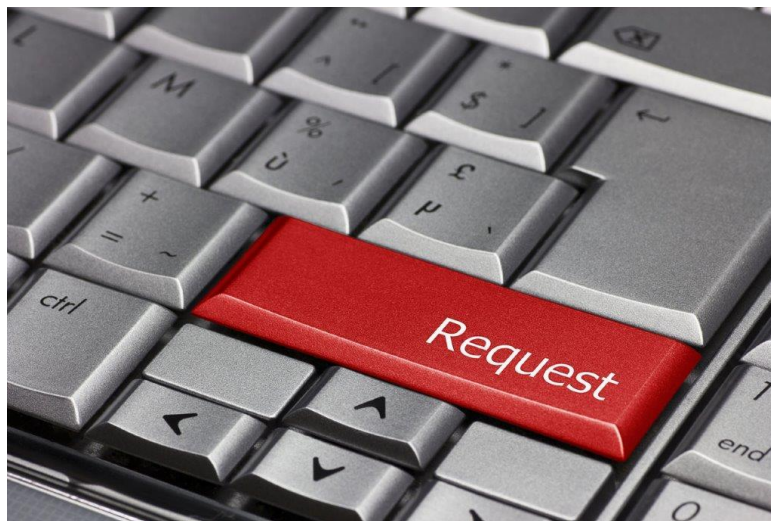




Please pass to your Business & Data  
Protection Managers

## 'Handling SAR's – the essentials'



Because of our Redaction Service we are asked a lot about Subject Access Requests (SAR's), what has to be done & how. It can be a bit of a 'minefield' but there are some basics which underpin everything.

Here is what you need to know & do to get it right:

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- Legally personal data has a '**Right of Access**' (sometimes also called 'Subject Access'). It is a part of Data Protection legislation – **it's important stuff to know!**
  - It gives individuals the right to obtain a copy of their **personal data** & to understand **how** and **why** organisations are using it and what they are doing is **legitimate**.
  - At the outset you must be confident that the applicant is who they claim to be & information should **not be sent** until this is established – if an error is made here it is **bad news** indeed!
  - You have to act promptly & normally have **one calendar month** to respond – you should calculate this from **the day** the SAR is received & that includes Saturdays & Sundays.
  - It is important to plan to work around **leave** as well – answers **still** have to be given even during holidays.
  - Crucially (and this is where we come in) information has to be checked through a **redaction process**.
  - Typically things removed are:
    - ⊗ Any legal documents or legal advice
    - ⊗ Any information or names relating to any others - the Subject Access Request relates to the person in question only
    - ⊗ Any social care or safeguarding records and information that may put the subject at risk
  - A common query is the position on information from **3rd party organisations**. This **can** also be disclosed provided it relates to the **named individual** – otherwise it should be redacted – you do need to be a bit careful.
  - **Children** are covered by the rules too! If a parent of a child requests access to their information, **permission** from the young person **in writing** needs to be sought.
  - Can things be made easier? The answer is yes! It is good practice to **make contact** with requesters. If there is anything they are particularly looking for you can 'home in' & save a lot of time.
  - What is provided has to be **intelligible**. Sometimes information contains a lot of acronyms – if so, a **glossary** should be provided.
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- Finally, arrangements need to be made to ensure the applicant receives the information **securely**. It is then theirs & they become responsible for it.

If you want to know more then by all means get in touch. We are more than happy to advise & help.

We have an excellent Redaction service already working well with customers to meet their needs.

You can speak to:

Steve de-Bruin via [steve\\_debruin@bathnes.gov.uk](mailto:steve_debruin@bathnes.gov.uk)

If you want to check out our website it is [www.onewest.co.uk](http://www.onewest.co.uk)

Thanks & we look forward to speaking with you.

**The One West Team**



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**Our mailing address is:**

[One\\_West@bathnes.gov.uk](mailto:One_West@bathnes.gov.uk)

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