



Data Subject Access Request (DSAR) Guidance (GOV-G-39)

What is a data subject access request (DSAR or SAR)?

A DSAR is a request made by or on behalf of an individual (the data subject in the title) for information they are entitled to under Article 15 of the UK GDPR.

Are there any formal requirements?

No. The UK GDPR does not set out formal requirements for a valid request. Therefore, an individual can make a SAR verbally or in writing, including by social media.

Who does it need to be addressed to?

A DSAR does not have to be directed to any specific person or contact point.

A request does not have to include the phrases 'subject access request', 'right of access' or 'Article 15 of the UK GDPR'.

It does, however, need to be clear that the individual is asking for their own personal data.

If in doubt, please contact:

Carl.rose@clwydalyn.co.uk or andrea.williams@clwydalyn.co.uk

Do they have to say why they need their personal data?

NO. You should note that individuals do not have to tell you their reason for making the request or what they intend to do with the information. However, it may help us to find the relevant information if they can explain the purpose of the request.

Can individuals make a request via social media?

YES. Individuals may make a DSAR using any social media site where ClwydAlyn has presence. Although this might not be the most effective way to deliver the request, there is nothing to prevent an individual doing so.

In most circumstances, it will not be appropriate to use social media to supply information in response to a SAR for information security reasons. Instead, you should ask for an alternative delivery address for the response. For further details, please see 'How do we provide the information securely?'.

Can an individual make a request on behalf of someone?

YES. An individual may prefer a third party (e.g. a relative, friend or solicitor) to make a DSAR on their behalf. The UK GDPR does not prevent this, however you need to be satisfied that the third party making the request is entitled to act on behalf of the individual. It is the third party's responsibility to provide you with evidence of this. For example, by providing a written authority, signed by the individual, stating that they give the third-party permission to make a SAR on their behalf.

What to do if you receive a DSAR

If you believe that you have received a DSAR, please contact the Data Protection Officer as soon as is practically possible.

Please contact:

Carl.rose@clwydalyn.co.uk or andrea.williams@clwydalyn.co.uk

What about requests for information about children or young people?

The right to access information you hold about a child is the child's right rather than anyone's else's, even if:

-  they are too young to understand the implications of the right of access;
-  the right is exercised by those who have parental responsibility for the child; or
-  they have authorised another person to exercise the right on their behalf.

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What should we do if a request mentions freedom of information?

It is not uncommon for a request to mistakenly state that it is a freedom of information (FOI) request. If, in fact, it relates to the requester's personal data, you must treat it as a DSAR.

As a Registered Social Landlord, commonly referred to as a Housing Association, and not a 'public authority', ClwydAlyn are not bound by the Freedom of Information Act.

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