

What data can an individual request?

Consumers and members of the public who make a SAR (subject access requests) often simply want to find out what information is held on them by an organisation.

However, they are also entitled to find out:

- details of the personal data which is being processed (ie a copy of the data)
- the reasons why this data is being processed
- how this data was sourced (if available)
- which other organisations or individuals have access to their data

Under the GDPR, they may additionally be able to request information about data retention periods and will be given the right to have inaccurate data corrected.

Individuals can currently only make a data protection request from data controllers - but this will be extended to data processors under GDPR.

What are the safeguards regarding automated decision making?

Individuals can request information (via a SAR) about the reasoning behind any automated decisions taken on the basis of data held about them (eg when applying for a credit card). Under GDPR they must be provided with a simple way of challenging automated decisions.

How does an individual make a data protection request?

SARs must be made in writing - by post, email or social media (verbal requests may be considered if necessary due to a disability). A SAR does not need to mention any legislation or even identify itself as a SAR - and it can be sent to anyone at an organisation.

How must a company respond to a data protection request?

The recipient of a SAR must respond within 40 days under the DPA - this time limit is reduced to one month under GDPR. They are required to provide the information requested in an 'intelligible form' - which essentially means in a form that most people would be able to understand.

Under the DPA data controllers can request a fee of £10 (or up to £50 in the case of medical or education records) to deal with the SAR - but GDPR scraps this fee (other than in the case of 'manifestly unfounded or excessive' requests).

Before providing the data requested, companies should verify the identity of individuals making a SAR.

Are there any exemptions?

Certain SARs are subject to exemptions or restrictions, including:

- if it is being processed in connection with crime, taxation or another regulatory activity
- if it comprises a confidential reference given by an organisation in connection with education, training or employment, appointing office holders, or providing services
- where personal data is processed for management forecasting or management planning (if the SAR would prejudice the business or other activity of the organisation)
 - if it would prejudice ongoing negotiations
- where it could threaten freedom of expression in journalism, art and literature
- if the data is being processed by an individual for their personal affairs

Under GDPR, if a request is 'manifestly unfounded or excessive' data controllers will be able to levy a fee or refuse to comply (but they will need to provide evidence).

What We Do

So now you've read what it's all about, this is what we do with your information.

We collect your information, given by yourselves.

We use this information to contact you about our services and anything we may think you will need to know.

We DO NOT share this information with any outside people (unless your permission is granted, e.g. if you go on holiday and ask a neighbour to look after your alarm).

We will NOT send you any spam emails, the only emails we will send will be to do with contacting you about services in the future if we cannot reach you by phone.

If you do NOT want us to contact you in any way we need need this in writing, either text, email, letter.

- If you tell us you do not want us to contact you we will remove your personal information (name, contact number, email etc)

We WILL however keep any information regarding the work we have done on the alarm system at that address permanently.

If you request any information we hold on you please call us on 0114 221 3507 or email me at rebecca@safenetalarms.co.uk

I will ask you a number of questions to verify who you are.

I will get this information to you within the 1 month time frame in line with the new GDPR rules.