

SUBJECT ACCESS REQUEST PROCESS

DAY 1

FORWARD THE SUBJECT ACCESS REQUEST TO THE DATA PROTECTION OFFICER

Upon receiving any subject access request in writing (whether by email, letter or fax) forward such request to: data.protection@caretech-uk.com

Legally we must respond within 28 days. The time starts from the date that the request is received at any location and by anyone within the organisation.

Note: if any subject access request is received verbally, please obtain both postal and email address and forward together with request to the above email address.

Where the request is from a service user, the relevant manager who is charge of the site/home/school/college must inform the local authority or organisation who arranged the placement about the subject access request.

DAY 2

ACKNOWLEDGEMENT AND ID VERIFICATION

The Data Protection Team to acknowledge to the Subject Access Request and log the entry on the internal register. The relevant service must verify the identity of the requestor, if required.

DAY 3

START COLLATING INFORMATION

Where necessary, the Data Protection Team will confirm what collation of information is required.

Note: information should be redacted where appropriate and any queries regarding content should be flagged to the Data Protection Team as soon as possible.

DAY 14

DEADLINE FOR ALL INFORMATION TO HAVE BEEN COLLATED

If advice is needed regarding the response, all records, appropriately redacted, to be sent from the service by email to data.protection@caretech-uk.com for review and advice.

DAY 21

INFORMATION SENT TO REQUESTOR

Information to be sent by the manager of the site/home/school/college to the individual via secure email unless they have requested a different method of service.

Update the Data Protection Team so that the request can be closed on the central system