



Subject Access Request Policy

Date approved by the Connected Together CIC Board	Ratified 10 th May 2023 by email
Author/Responsible Person	Michelle Wright
Next revision due	March 2026
Staff/volunteer training delivered	This will be included in staff induction.
Date sent to staff	10 th May 2023
Checked for rebranding	This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch West Northamptonshire (HWW) and Healthwatch Rutland (HWR). Michelle Wright – 26/04/2022
Signed off by CEO	Kate Holt – 28/04/2022
Checked By	Catherine Maryon (CTCIC Director) – 17/02/2023
Amendments made	Amendments made by Michelle Wright removing reference to Healthwatch North Northamptonshire.18/03/2025

1. Introduction

This policy provides further detail to supplement section 12 of the Connected Together CIC Data Protection Policy.

2. Aim

You have a right, under the General Data Protection Regulation, to access the personal data we hold about you. To do so, you should make a subject access request, and this policy sets out how you should make a request, and our actions upon receiving the request.

3. Definitions

'Personal data' is any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier, including your name.

'Special categories of personal data' includes information relating to:

- a) race
- b) ethnic origin
- c) politics
- d) religion
- e) trade union membership
- f) genetics
- g) biometrics (where used for ID purposes)
- h) health
- i) sex life or
- j) sexual orientation.

4. Making a request

Although subject access requests may be made verbally, we would advise that a request may be dealt with more efficiently and effectively if it is

made in writing. If you wish to make a request, please contact Kate Holt, CEO Connected Together CIC - kateholt@connectedtogether.co.uk

If you are not well known to Connected Together CIC, Healthwatch West Northamptonshire or Healthwatch Rutland, or any other contracted work, your identity will be verified before handing over any information.

Requests made in relation to your data from a third party should be accompanied by evidence that the third party is able to act on your behalf. We may contact the third party to verify this evidence before we comply with the request.

5. Timescales

Usually, we will comply with your request without delay and at the latest within one month. Where requests are complex or numerous, we may contact you to inform you that an extension of time is required. The maximum extension period is two months.

6. Fee

We will normally comply with your request at no cost.

However, if the request is manifestly unfounded or excessive, or if it is repetitive, we may contact you requesting a fee. This fee must be paid in order for us to comply with the request. The fee will be determined at the relevant time and will be set at a level which is reasonable in the circumstances.

In addition, we may also charge a reasonable fee if you request further copies of the same information.

7. Information you will receive

When you make a subject access request, you will be informed of:

- a) whether or not your data is processed and the reasons for the processing of your data.
- b) the categories of personal data concerning you.
- c) where your data has been collected from, if it was not collected from you.
- d) anyone who your personal data has been disclosed to or will be disclosed to, and the safeguards utilised to ensure data security.
- e) how long your data is kept for (or how that period is decided).
- f) your rights in relation to data rectification, erasure, restriction of and objection to processing.
- g) your right to complain to the Information Commissioner if you are of the opinion that your rights have been infringed.
- h) the reasoning behind any automated decisions taken about you.

8. Circumstances in which your request may be refused

We may refuse to deal with your subject access request if it is manifestly unfounded or excessive, or if it is repetitive. Where it is our decision to refuse your request, we will contact you without undue delay, and at the latest within one month of receipt, to inform you of this and to provide an explanation. You will be informed of your right to complain to the Information Commissioner and to a judicial remedy.

We may also refuse to deal with your request, or part of it, because of the types of information requested. For example, information which is subject to legal privilege or relates to management planning is not required to be disclosed. Where this is the case, we will inform you that your request cannot be complied with, and an explanation of the reason will be provided.

Internal associated documents

- GDPR Policy-009/QD29