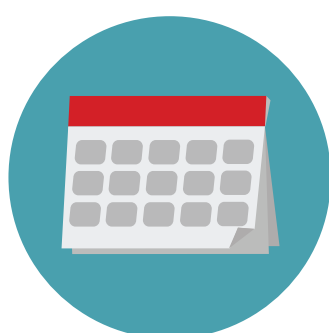


# HOW TO RESPOND TO A DATA SUBJECT ACCESS REQUEST (DSAR)



## VERIFY IDENTITY

### Request ID if necessary

If you have doubts about the identity of the person making the request you can ask for more information (at which point the 1 month clock starts.)

This must not be used as a delay tactic; request this information promptly and only if necessary.



## FORWARD THE REQUEST TO THE APPROPRIATE TEAM

### Where is the data stored?

Your IT team are likely to be the first point of contact.



## PACKAGE DATA

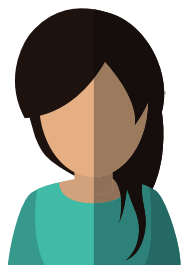
### How are you going to share the data with the subject?

The GDPR includes a best practice recommendation that organisations should be able to provide remote access to a secure self-service system which would provide the individual with direct access to his or her information (Recital 63).

## PROVIDE THE DATA TO THE SUBJECT

### And stop the clock

Throughout these steps we recommend that you document the process where necessary to prove that you have responded appropriately and compliantly.



## DSAR RECEIVED

### Start the 1 month clock

If you receive a request on the 6th July, you have until the 6th August to provide the individual with the information requested.

Make sure all customer-facing employees know how to recognise a DSAR.



## IDENTIFY WHAT THE REQUEST IS

### What information does the subject want?

Is it a straightforward request for information or are they revoking other rights such as the right to be forgotten?



## COLLECT DATA

### Does the data include information about other people?

The DPA 2018 says that you do not have to comply with the request if it would mean disclosing information about another individual who can be identified from that information: except if the other individual has consented to the disclosure, or it is reasonable to comply with the request without that individual's consent.



## ADD SUPPLEMENTARY INFORMATION

### Make sure the subject knows their rights

Other supplementary information, such as the purpose of your data processing and their right to lodge a complaint, must also be provided under GDPR.

To explore our GDPR service in more depth, contact the Cloud Business team:

08456 808538  
hello@cloudbusiness.com  
[www.cloudbusiness.com](http://www.cloudbusiness.com)