



Coastdale Parks

Subject Access Request

Procedure

Document Control

Reference: Subject Access Request Procedure GDPR REC 2.2

Issue No: 1

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1. Scope

All personal data processed by Coastdale Parks is within the scope of this procedure.

Data subjects are entitled to obtain:

- Confirmation as to whether Coastdale Parks is processing any personal data about that individual;
- Access to their personal data;
- Any related information;

2. Responsibilities

- 2.1. The Data Protection Officer is responsible for the application and effective working of this procedure, and for reporting to the information owner on Subject Access Requests (SARs).
- 2.2. The Data Protection Officer is responsible for handling all SARs.

3. Procedure

1. Subject Access Requests are made using the Subject Access Request Record ([GDPR REC 4.2](#)).
2. The data subject provides Coastdale Parks with evidence of their identity, in the form of a current passport or driving licence, and the signature on the identity must be cross-checked to that on the application form GDPR REC 4.2 Two copies of forms of identification will be needed, which can be: Passport, Driving licence, Birth certificate, Utility bill (from last 3 months), Current vehicle registration document, Bank statement (from last 3 months).
3. The data subject specifies to Coastdale Parks specific set of data held by Coastdale Parks on their subject access request (SAR). The data subject can request all data held on them.
4. Coastdale Parks records the date that the identification checks were conducted and the specification of the data sought.
5. Coastdale Parks provides the requested information to the data subject within one month from this recorded date. Under the GDPR Article 12 (3), that period may be extended by two further months where necessary, taking into account the complexity and number of the requests. The controller shall inform the data subject of any such extension within one month of receipt of the request, together with the reasons for the delay. Where the data subject makes the request by electronic form means, the information shall be provided by electronic means where possible, unless otherwise requested by the data subject.
6. Once received, the subject access request (SAR) application is immediately forwarded to The Data Protection Officer, who will ensure that the requested data is collected within the specified time frame in clause 3.4 above.
Collection entails:
 - 6.1. Collecting the data specified by the data subject, or
 - 6.2. Searching all databases and all relevant filing systems (manual files) in Coastdale Parks, including all back up and archived files (computerised or manual) and all email folders and archives. The Data Protection Officer maintains a data map that identifies where all data in Coastdale Parks is stored which is located in the head office of Normanhurst Enterprise Limited, 9 Burscough street, Ormskirk, Lancashire L39 2EG.

7. The Data Protection Officer maintains a record of requests for data and of its receipt, including dates all stored on the secure server and hard copies are kept in the data storage secure room in the head office of Normanhurst Enterprise Limited, 9 Burscough street, Ormskirk, Lancashire L39 2EG.
8. The Data Protection Officer reviews subject access requests from a child. Before responding to a SAR of the child data subject The Data Protection Officer considers their ability to making the request by adequately explaining any implications of sharing their personal data.
9. The Data Protection Officer reviews all documents that have been provided to identify whether any third parties are present in it, and either removes the identifying third party information from the documentation or obtains written consent from the third party for their identity to be revealed.
10. If any of the requested data is being held or processed under one of the following exemptions, it does not have to be provided:
 - National security
 - Crime and taxation
 - Health
 - Education
 - Social Work
 - Regulatory activity
 - Journalism, literature and art
 - Research history, and statistics
 - Publicly available information
 - Corporate finance
 - Examination marks
 - Examinations scripts
 - Domestic processing
 - Confidential references
 - Judicial appointments, honours and dignities
 - Crown of ministerial appointments
 - Management forecasts
 - Negotiations
 - Legal advice and proceedings
 - Self-incrimination
 - Human fertilization and embryology
 - Adoption records
 - Special educational needs
 - Parental records and reports
11. In the event that a data subject requests Coastdale Parks to provide them with the personal data stored by the controller/processor, then Coastdale Parks will provide the data subject with the requested information in electronic format, unless otherwise specified. All of the items provided to the data subject are listed on this schedule ([Subject Access Request Schedule GDPR REC Subject](#)) that shows the data subject's name and the date on which the information is delivered to and received by the data subject.

12. In the event that a data subject requests what personal data is being processed then Coastdale Parks provides the data subject with the following information:
 - 12.1. Purpose of the processing
 - 12.2. Categories of personal data
 - 12.3. Recipient(s) of the information, including recipients in third countries or international organisations
 - 12.4. How long the personal data will be stored
 - 12.5. The data subject's right to request rectification or erasure, restriction or objection, relative to their personal data being processed.
 - 12.5.1. Coastdale Parks removes personal data from systems and processing operations as soon as a request for erasure has been submitted by the data subject.
 - 12.5.2. Coastdale Parks contacts and communicates via email and phone with other organisations, where the personal data of the data subject is being processed, to cease processing information at the request of the data subject. Coastdale Parks do not share or sell subjects data in any capacity. Data subjects information is stored on a secure server within a two password protected software only trained staff who have insite logins can access the data subjects information for as long as the data subjects information is in the system i.e. from the time they book until the time they have the holiday and two months after this unless stated.
 - 12.5.3. Coastdale Parks takes appropriate measures such as asking the data subjects if they would like to be on the marketing list or taking the data subjects information out of the database without undue delay in the event that the data subject has: withdrawn consent (GDPR-REC 4.6A); objects to the processing of their personal data in whole or part; no longer under legal obligation and/or has been unlawfully processed.
 - 12.6. Inform the data subject of their right to lodge a complaint with the supervisory authority and a method to do so (Complaints Procedure [GDPR DOC 2.9](#)).
 - 12.7. Information on the source of the personal data if it hasn't been collected from the data subject.
 - 12.8. Inform the data subject of any automated decision-making.
 - 12.9. If and where personal data has been transferred and information on any safeguards in place.
13. Coastdale Parks uses the following electronic formats to respond to SARs:
 - Email (Secure but not password protected not encrypted)
 - PDF (Encrypted & password protected)
 - Word (Windows & Mac - password protected)
 - Pages (Mac - password protected)

Document Owner and Approval

The Data Protection Officer is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the GDPR.

A current version of this document is available to all members of staff on the company secure server and is published.

This policy was approved by the Managing Director on __/__/____ and is issued on a version controlled basis under the signature of the Head Of Marketing, Communications & Data Protection Officer (DPO).

Signature:

Date:

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	C.S.Welford	19/05/2018