

Subject Access Request Policy

1.0 Introduction

1.1 Article 15 of the General Data Protection Regulations 2016 (“GDPR”) gives our tenants, employees (including volunteers and Board members), service users, leaseholders and contractors (“Data Subjects”) the right to access the personal information the Group processes about them. They can request the following:

- What personal information is held about them;
- What we use the personal information for;
- Details of any third parties the personal information is shared with;
- How long the personal information will be kept for;
- What personal information we have received about them from third parties;
- Details of any automated decision-making or profiling made about them and the likely consequences of it. For example, having a red flag placed against the tenancy.

1.2 Data Subjects also have the right to request:

- that any incorrect information is corrected;
- that their personal information is deleted (subject to certain exemptions);
- that the processing of their personal information is restricted (subject to certain exemptions).

1.3 This policy, associated information and paperwork will be provided to individuals in the format that they request or require it.

2.0 Policy Statement

2.1 Central to the above is the right for a Data Subject to request access to all of the personal information that is held about them, in any format, by Wrekin – this is a Subject Access Request (“SAR”). Subject to certain exemptions, Data Subjects are entitled to a copy of this information. This includes any images of them, captured on CCTV in use by Wrekin. (Please refer to the CCTV Policy for further guidance.)

2.2 This policy, associated information and paperwork will be provided to individuals in the format that they request or require it.

2.3 This policy and the procedure must be used to respond to, and action, a SAR.

2.4 We will respond to a SAR within the required timescales.

2.5 We will comply with all relevant legislation and the Information Commissioner’s Office (“ICO”) latest guidance on responding to SARs.

3.0 Policy Scope

3.1 This policy and procedure applies to:

- all Wrekin customers, tenants, service users, employees, contractors and leaseholders or other Data Subjects whose personal information is, or has been, processed by Wrekin;
- all Wrekin information and systems whether hosted on site or in the cloud, on portable storage media, devices or paper;
- the processing of personal data at all Wrekin locations;
- all Wrekin employees and contractors and data processors who have access to Wrekin systems or data.

4.0 Definitions

4.1 **“Data Controller”** – the organisation or individual with responsibility for the collection and management of personal information. Data Controllers are responsible for dealing with SARs.

4.2 **“Data Subject”** – the living individual whose personal information is collected and processed.

4.3 **“GDPR”** - General Data Protection Regulations 2016.

4.4 **“Personal Data”** – data about an individual who can be identified from the data or any other accessible information including, but not limited to, name, address, date of birth and image.

4.5 **“Sensitive Personal Data”** – personal data including, but not limited to: medical information, sexuality, ethnicity, trade union membership, religion, immigration status, criminal record, information collected as part of an investigation into anti-social behaviour or abuse.

4.6 **“Subject Access Request”** - is a request made by, or on behalf of, a Data Subject for the information they are entitled to ask for under Article 15 of the GDPR. There are no formal requirements for a valid request. A Data Subject can make a SAR verbally or in writing, including by social media. They can make it to any part of the Group and they do not have to direct it to a specific person or contact point.

5.0 Roles and Responsibilities

5.1 Wrekin’s Legal Team is responsible for dealing with SARs received from tenants, leaseholders, service users, contractors, employees and committee and Board members.

5.2 Wrekin's HR, Housing and Care and Support teams are responsible for supporting the Legal team by gathering the documents for SARs received which relate to their respective areas.

5.3 All Wrekin employees are responsible for reading this policy and procedure and understanding how to recognise a SAR and what to do when one is received.

6.0 Purpose

6.1 This policy and procedure set out how Wrekin will respond to a SAR to ensure that:

- Individuals are provided with a simple, clear and efficient means of requesting access to their personal information;
- SARs received by Wrekin are recognised and acknowledged quickly;
- Employees asked to provide information in response to a SAR are aware of their duties and responsibilities to comply with a request;
- Any exemptions to the rights of access are applied appropriately and are recorded.

The Wrekin <u>Housing Group</u>	Policy Control Sheet Subject Access Request Policy Policy Number 2024/001
Policy Author	Joanne Webb Legal Services Manager
Direct Lead	Jan Lycett Executive Director of Business Solutions
Version	2.0 January 2024
Target audience	All Wrekin Housing Group employees
Consultation	Senior Managers
Date of Equality Impact Assessment	12 th December 2023 No individuals or groups of people are disadvantaged by the adoption of this policy.
Date of Data Privacy Impact Assessment	No DPIA is required as complying with a SAR involves the search and retrieval of information already held using existing databases.
Approving Body	Executive Management Group
Date of final approval	18 th January 2024
Implementation date	18 th January 2024
Monitoring arrangements	SAR Project Group Legal Services Manager
Reporting	Executive Management Group
Review date	July 2026
Expiry date	January 2027
Review cycle	3 year review cycle
Policy category	GDPR
Associated policies and procedures	Confidentiality & Data Protection Policy Confidentiality & Data Protection Procedure CCTV Policy CCTV Procedure Subject Access Request procedure
Policy location	Sharepoint Wrekin Housing Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
Caroline Guy	Policy review	1.0	Executive Management Group – 14 th January 2021
Joanne Webb	Policy review	2.0	Executive Management Group – 18 th January 2024