


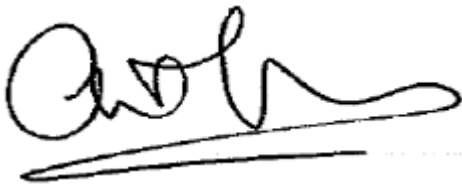
**Secure-All Security**

**Subject Access Request  
Procedure**

**PC019**

**Document Review Sheet**

The electronic signatures below certify that this process has been reviewed and accepted.

	Name
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**Revision History**

Rev	Author	Description of Change	Effective Date
001	Christine Moran	First release of document	30/04/2018
002	Christine Moran	Correct Error in address "submissions and lodging a complaint" section.	30/03/2020

## The Right of Access

Under Article 15 of the GDPR, an individual has the right to obtain from the controller , confirmation as to whether personal data concerning them is being processed. We are committed to upholding the rights of individuals and have dedicated processes in place for providing access to personal information. **Where requested, we will provide the following information: -**

- the purposes of the processing
- the categories of personal data concerned
- the recipient(s) or categories of recipient(s) to whom the personal data have been or will be disclosed
- If the data has been transferred to a third country or international organisation(s) (*and if applicable, the appropriate safeguards used*)
- the envisaged period for which the personal data will be stored (*or the criteria used to determine that period*)
- where the personal data was not collected directly from the individual, any available information as to its source

## How To Make a Subject Access Request (SAR)?

A subject access request (SAR) is a request for access to the personal information that we hold about you, which we are required to provide under the GDPR (*unless an exemption applies*). The information that we provide is covered in section 3 of this document.

You can make this request in writing using the details provided in section 7, or you can submit your access request electronically (e.g. by email) Where a request is received by electronic means, we will provide the requested information in a commonly used electronic form (*unless you request otherwise*).

## What We Do When We Receive An Access Request

### Identity Verification

Subject Access Requests (SAR) are passed to the Privacy Protection Officer (PPO) as soon as received and a record of the request is made. We will use all reasonable measures to verify the identity of the individual making the access request, especially where the request is made using online services.

We will utilise the request information to ensure that we can verify your identity and where we are unable to do so, we may contact you for further information, or ask you to provide evidence of your identity prior to actioning any request. This is to protect your information and rights.

If a third party, relative or representative is requesting the information on your behalf, we will verify their authority to act for you and again, may contact you to confirm their identity and gain your authorisation prior to actioning the any request.

# Subject Access Request Procedure

## Information Gathering

If you have provided enough information in your SAR to collate the personal information held about you, we will gather all documents relating to you and ensure that the information required is provided in an acceptable format. If we do not have enough information to locate your records, we may contact you for further details. This will be done as soon as possible and within the timeframes set out below.

## Information Provision

Once we have collated all the personal information held about you, we will send this to you in writing (*or in a commonly used electronic form if requested*). The information will be in a concise, transparent, intelligible and easily accessible format, using clear and plain language.

## Fees and Timeframes

We aim to complete all access requests within 30-days and provide the information free of charge. Where the request is made by electronic means, we provide the information in a commonly used electronic format, unless an alternative format is requested.

Whilst we provide the information requested without a fee, further copies requested by the individual may incur a charge to cover our administrative costs.

The Company always aim to provide the requested information at the earliest convenience, but at a maximum, 30 days from the date the request is received. However, where the retrieval or provision of information is particularly complex or is subject to a valid delay, the period may be extended by two further months. If this is the case, we will write to you within 30 days and keep you informed of the delay and provide the reasons.

## Your Other Rights

Under the GDPR, you have the right to request rectification of any inaccurate data held by us. Where we are notified of inaccurate data, and agree that the data is incorrect, we will amend the details immediately as directed by you and make a note on the system (*or record*) of the change and reason(s).

We will rectify any errors within 30-days and inform you in writing of the correction and where applicable, provide the details of any third-party to whom the data has been disclosed.

If for any reason, we are unable to act in response to a request for rectification and/or data completion, we will always provide a written explanation to you and inform you of your right to complain to the Supervisory Authority and to seek a judicial remedy.

# Subject Access Request Procedure

In certain circumstances, you may also have the right to request from the Company, the erasure of personal data or to restrict the processing of personal data where it concerns your personal information; as well as the right to object to such processing. You can use the contact details in section 7 to make such requests.

## Exemptions and Refusals

The GDPR contains certain exemptions from the provision of personal information. If one or more of these exemptions applies to your subject access request or where the Company does not act upon the request, we shall inform you at the earliest convenience, or at the latest, within one month of receipt of the request.

Where possible, we will provide you with the reasons for not acting and any possibility of lodging a complaint with the Supervisory Authority and your right to seek a judicial remedy. Details of how to contact the Supervisory Authority are laid out in section 7 of this document.

## Submission & Lodging a Complaint

To submit your SAR, you can contact us at [dataprotection@secureall.ie](mailto:dataprotection@secureall.ie) You can also submit your request in writing using the *form in Appendix 1*, sending the request to: -

Data Protection Officer

Secure-All Security

19A Briarhill Business Park

Ballybrit

Galway

H91X2E2

If you have any questions regarding submission of a Subject Access Request you can contact the office on

091 384922

## Subject Access Request Procedure

If you are unsatisfied with our actions we would encourage you to contact us at the address and telephone number above

### **Supervisory Authority**

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Supervisory Authority by writing to the Data Protection Commissioner at the address below:

Data Protection Commissioner

Canal House,

Station Road,

Portarlington, R32 AP23

Co. Laois.

Or by email at [info@dataprotection.ie](mailto:info@dataprotection.ie)

# Subject Access Request Procedure

## Appendix 1 – SAR Request Form

<p>Under the General Data Protection Regulation (GDPR), you are entitled as a data subject to obtain from the Company, confirmation as to whether we are processing personal data concerning you, as well as to request details about the purposes, categories and disclosure of such data.</p> <p>You can use this form to request information about, and access to any personal data we hold about you. You do not have to use this form but you must make your request in writing to us using one of the methods detailed below and providing enough information for us to locate your data. Details on where to return the completed form can be found at the end of the document.</p>			
<b>1. Personal Details:</b>			
<b>Data Subject's Name:</b>		<b>DOB:</b>	___ / ___ / ___
<b>Telephone No:</b>		<b>Email:</b>	
<b>Data Subject's Address:</b>			
<p><b>Any other information that may help us to locate your personal data: e.g. your relationship with us (e.g. employee, keyholding client etc.) and when this relationship began and ended (if appropriate)</b></p>			
<b>2. Specific Details of the Information Requested:</b>			
<p><b>3. Representatives</b> <i>(only complete if you are acting as the representative for a data subject)</i>  <b>[Please Note: We may still need to contact the data subject where proof of authorisation or identity are required]</b></p>			
<b>Representative's Name:</b>		<b>Relationship to Data Subject:</b>	
<b>Telephone No:</b>		<b>Email:</b>	



# Subject Access Request Procedure

<b>Representative's Address:</b>  
<b>I confirm that I am the authorised representative of the named data subject:</b>  <b>Representative's Name:</b> _____ <b>Signature:</b> _____  
<b>4. Confirmation</b>
<b>Data Subject's Name:</b> _____ [print name]  <b>Signature:</b> _____ <b>Date:</b> ____/____/____
<b>5. Completed Forms</b>
<b><i>For postal requests, please return this form to:</i></b> The Data Protection Officer Secure-All Security 19A Briarhill Business Park Ballybrit, Galway H91 X2E2  <b><i>For email requests, please scan and return this form to:</i></b> <a href="mailto:dataprotection@secureall.ie">dataprotection@secureall.ie</a>  If you have any questions or require assistance in filling out this form, please contact our office on 091 384922.