A Subject Access Request (SAR) can be made by any individual to any organisation that the person believes holds information about them. In SWAN this could be employees or clients, past or present. SARs are part of the General Data Protection Regulations 2018.

In giving information to individuals we have to ensure that we don’t give personal or sensitive information that identifies a 3rd party, or any information that could be used to cause harm or distress. These are called exemptions from disclosure. The organisation must record its decision making in relation to anything it chooses not to disclose

SARs can be made in writing, by phone or text, by email or in person. If you receive a request, make a note of the persons name and contact details and pass them and the details of the request to the Central Services Administrator

**The Central Services Administrator will review the request to:**

* **Ensure that it is a legitimate request ie. we don’t disclose information to someone other than the client or employee**
* **Discuss the request with the appropriate Service Manager or Head of Service if required**
* **Infor the Diret of Finance and Central Services that an SAR has been made**
* **Remove, redact or anonomise any information which identifies 3rd parties**
* **Check for any information that should not be disclosed**
* **Record that an SAR now exists in the employee record or cygnet data base**
* **Copy and supply the information to the individual within the 25 days specificed by GDPR**
* **Complete the SAR log & record actions in the associated SAR folder**

**The Director of Finance and Central Services will:**

* **Seek further advice, if needed, from the Information Commissioners Office (ICO)**
* **Inform the line manager of the employee or the case holder of the client**
* **Agree the information to be released with the Chief Executive Officer**

For further information please speak to the Director of Operations or go to the Information Commissioners Office (the ICO): Tel: 0303 123 1113 or <https://ico.org.uk/global/contact-us/live-chat>