



Registered Charity 1125679  
Registered Company: 6599429

## Client Document C2b: Subject Access Request 2026

**A Subject Access Request (SAR)** can be made by any individual to SWAN if they believe that SWAN holds information about them. You can be a past or present client of SWAN. SARs are part of the General Data Protection Regulations 2018.

You can make a SARs request in writing, by phone or text, by email or in person.

### What happens when we receive your SAR request?

When SWAN receives a request, it will make a note of your name and contact details and pass them and the details of the request to the **Central Services Administrator (CSA)**. The CSA will then need to make sure that your request is a legitimate request ie. we wouldn't be disclosing information to someone who is not an actual client or that the person to whom the information relates is not deceased. SWAN are also unable to provide information that is more than 6 years old as information is no longer available to us after this date.

The CSA will inform the **Operations Support Manager (OSM)** of the request. The OSM and CSA will review the information stored. They will then compile the information that we can share with you. They may need to remove, redact or anonymise information as per the Information Commissioners Office (ICO) guidance.

**Please note:** 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. SWAN will record its decision making in relation to anything it decides not to disclose.

### When the request is approved how long will I have to wait for my information?

SWAN will send your information within 1 calendar month of the receipt of your SAR request. We may need to extend this to 2 calendar months if we need extra time to gather the information requested. We will keep you updated and provide you with the date when you will be sent your information.

**You can find further information about GDPR from the Information Commissioners Office (the ICO):**  
Tel: 0303 123 1113 or [www.ico.org.uk](http://www.ico.org.uk)