



Guidance/notes on making a Subject Access Request

What is a subject access request?

Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 you have the right to ask Be the Business whether or not we are using or storing your personal information. If we are using or storing your information you can request copies of the information in a format that best works for you. You can also ask us to provide you with information on:

- Why we are processing your personal data
- To whom your personal data are disclosed
- The source of your personal data

This right of access is commonly known as a Subject Access Request.

How should I make a subject access request?

You can make your request to us either in writing or verbally. However, making your request in writing, either using the form that we provide or by letter or email and using our pointers of what to include, helps us to deal with your request more efficiently and ensure that we have the right information from you to start to process your request.

If I make my request by email or letter, what should my request include?

- A clear label or title for your request, eg put "Subject Access Request" as the title of your letter or as the subject line in your email;
- A date on your request;
- Your name and any other names or aliases that we might know you by;
- Confirmation that you are the person that you're seeking the information on;
- Your up-to-date contact details;
- A complete list of the personal data that you want to access;
- Whether you want information on where we get your data from, why we are processing your data and who we share your data with;
- Any details, dates or search criteria that will help us identify your personal data: and
- How you would like us to provide you with the information eg email, letter etc.

If I make my request verbally, what should I try to include?

- Use straight forward language.
- Focus the conversation on your subject access request.
- Tell us the reason for your request (if appropriate).
- Be specific about the information that you are looking for as it will help us locate quicker.
- Ensure we have fully understood your request by summarising at the end of the conversation.

How do you know that it is me that is asking for my data?

To ensure we are releasing data to the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one of the following:

1) Proof of Identity:

Passport, photo driving licence, national identity card, birth certificate.

2) Proof of Address:

Utility bill, bank statement, credit card statement (no more than 3 months old); current driving licence; current TV licence; local authority tax bill, HMRC tax document (no more than 1 year old).

Is there a charge to me for making a subject access request?

While in most cases we will provide you with copies of the information you request free of any charge, we nevertheless reserve the right, in accordance with the Data Protection Act 2018 and the General Data Protection Regulation not to provide you with copies of information requested if to do so would take "disproportionate effort", or to charge a fee or refuse the request if it is considered to be "manifestly unfounded or excessive". However, we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

What happens next?

We will endeavour to respond promptly and in any event within one month of the latest of the following:

- Our receipt of your request; or
- Our receipt of any further information we may ask you to provide to enable us to comply with your request.

If we are holding personal information on you we will provide you with a copy of this information in a format of your choosing.

Please note that if the information you request reveals details directly or indirectly about another person, we will have to seek the consent of that person before we can let you see that information. In certain circumstances, where disclosure would adversely affect the rights and freedoms of others, we may not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision.

Correcting Information

If after you have received the information you have requested you believe that:

- the information is inaccurate or out of date; or
- we should no longer be holding that information; or
- we are using your information for a purpose of which you were unaware; or
- we may have passed inaccurate information about you to someone else,

then you should notify our Data Protection Officer:

Data Protection Officer
Be the Business
5th Floor, 26-28 Glasshouse Yard
London
EC1A 4JU

Email: dpo@bethebusiness.com