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| **FAQ** | **Details** |
| **What is a Subject Access Request (SAR)?** | A SAR is a request for personal information that your organisation may hold about you. |
| **What is the purpose of a SAR?** | The purpose of a SAR is to make you aware of and allow you to verify the lawfulness of processing of your personal data. If your personal information is being processed you are entitled to access the following information:-   * The reasons why your data is being processed * The description of your personal date * Anyone who has received or will receive their personal data * Details of the origin of your date if it was not collected from you |
| **Is there a charge for requesting information?** | No, a request for information is free unless the request is *‘manifestly unfounded or excessive’.* We can charge a fee if the same information is requested more than once. |
| **How will my request be dealt with?** | We will acknowledge your request and check all the documents provided allow us to legally collect and release your data. We will request the relevant departments to provide the data requested. We will try to do this and respond to you as quickly as possible. |
| **Is there guidance to help a requester?** | Yes, there is guidance for students, staff and the public available via the website insert LINK. This guides you how to request information held about you or make a request on behalf of another person. As SARs must be in writing there is a form to complete and a mandate if you are allowing another person to obtain information about you.  Link to Guidance notes  Link to SAR form  Link to Mandate |
| **When will you get back to me about my request?** | We will write to you to acknowledge receipt of your request within 5 working days. We will check that your ID documentation submitted, the form and any other information provided is sufficient to allow us to locate and release the date to you. If so we will try to get the information to you as soon as possible and in any event no later than one calendar month from when we have received your valid request. |
| **Can I speak to someone about my request?** | Yes you can speak to the Data Protection officer on 0141 848 3577 or email [dataprotection@uws.ac.uk](mailto:dataprotection@uws.ac.uk) |
| **What if I am not happy with the response?** | The requester should write and tell us the reasons why they are not happy with the response and we will review how your case was handled. We will respond to you within 5 working days. If you are still not satisfied with the response you may seek advice from the Scottish Information Commissioner, information on how to do this is found [here](https://ico.org.uk/concerns/handling/). |