




Viking Care Limited
62 Stone Road, Broadstairs, CT10 1EB

Review Sheet		
Last Reviewed 06 Mar '19	Last Amended 26 Mar '18	Next Planned Review in 12 months, or sooner as required.
Business impact	 <p>These changes require action as soon as possible.</p> <p>HIGH IMPACT</p>	
Reason for this review	New Policy	
Were changes made?	Yes	
Summary:	<p>This policy includes a Subject Access Request policy for all staff to review, a process map for the Data Protection Officer or other person with responsibility for GDPR compliance to follow when a Subject Access Request is received, and a template Subject Access Request letter that can be used by Data Subjects. A new custom field has been added so that providers can have the name, job title, email and contact phone number of their DPO/Privacy Officer included within the policy document and template letter. System details will need to be updated to include these details otherwise the details will remain blank.</p>	
Relevant legislation:	<ul style="list-style-type: none"> • General Data Protection Regulation 2016 • Data Protection Act 2018 	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: Information Commissioner's Office, (2018), <i>Rights of access</i>. [Online] Available from: https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/ [Accessed: 3/16/2018 12:00:00 AM] 	
Suggested action:	<ul style="list-style-type: none"> • Establish process to confirm the understanding of relevant staff • Arrange specific meetings to discuss the policy changes and implications • Ensure that the policy is on the agenda for all team meetings and staff handovers • Encourage sharing the policy through the use of the QCS App • Discuss in supervision sessions • Notify relevant staff of changes to the policy 	



Viking Care Limited
62 Stone Road, Broadstairs, CT10 1EB

This page is deliberately left blank



1. Purpose

1.1 The purpose of this policy is to explain Subject Access Requests and to ensure that all staff at Viking Care Limited know how to recognise and deal with the receipt of a Subject Access Request.

1.2 To support Viking Care Limited in meeting the following Key Lines of Enquiry:

Key Question**Key Line of Enquiry (KLOE)**

WELL-LED

W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.3 To meet the legal requirements of the regulated activities that Viking Care Limited is registered to provide:

- | General Data Protection Regulation 2016
- | Data Protection Act 2018



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



3. Objectives

3.1 This policy will assist with defining accountability and establishing ways of working in terms of responding to Data Subjects exercising their rights.

3.2 This policy will enable GDPR compliance at Viking Care Limited by ensuring that Subject Access Requests received from Data Subjects, including Service Users, are dealt with appropriately by staff and by Lian Palmer, Data Protection Officer or other person responsible for GDPR compliance at Viking Care Limited.

3.3 This policy will facilitate the process of making a Subject Access Request for the benefit of Data Subjects, including Service Users.



Viking Care Limited
62 Stone Road, Broadstairs, CT10 1EB



4. Policy

4.1 Viking Care Limited will ensure that the policy entries below are reviewed, understood and complied with by all staff at Viking Care Limited. Viking Care Limited acknowledges that if its processes differ from those set out in the policy, it will modify them to the extent necessary to reflect its processes and procedures.

4.2 Viking Care Limited will ensure that it has appointed either a Data Protection Officer (DPO) if required to do so, or has specified who will be responsible for Data Protection within Viking Care Limited. Their name and contact details will be publicised so that staff know who to contact should any queries or Subject Access Requests be made. Viking Care Limited will ensure that the details are kept up to date and that those up-to-date details are reflected in this policy and associated procedures. The Data Protection Officer is Lian Palmer whose contact details are 07956 839822, Lian.palmer@vikingcare.co.uk.

4.3 Viking Care Limited's DPO will read and understand this policy and procedure and adhere to the Subject Access Request process every time a Subject Access Request is received.

4.4 Viking Care Limited understands that an individual is legally entitled to require an organisation to provide access to, or copies of, all of that individual's personal data held by the Organisation. This is known as a "Subject Access Request".

4.5 At a high level, personal data is any information which identifies a living individual or could be used to identify that person. It includes first name and surname, email address, address, date of birth, medical and health records, Care Plans, photographs, CCTV images, right to work documentation, marriage certificates, National Insurance number, and political and religious views amongst others.

4.6 Viking Care Limited are not entitled to charge a fee to respond to the Subject Access Request (unless a person makes manifestly unfounded or excessive Subject Access Requests) and must respond to the Subject Access Request within one month of receipt of the Subject Access Request.

4.7 We understand that the Subject Access Request can be made to anybody in Viking Care Limited. It is therefore possible that any member of staff could receive a Subject Access Request on behalf of Viking Care Limited.



5. Procedure

5.1 Template Subject Access Request Letter

Viking Care Limited will consider providing Viking Care Limited's template letter to Data Subjects, potentially via Viking Care Limited's website. If Viking Care Limited provides the template letter, Viking Care Limited will notify the Data Subjects that they are not obliged to use the template letter and that they may ask Viking Care Limited in writing by any means for access to their Personal Data. Viking Care Limited will also notify the Data Subjects that they don't need to use any particular form of words to make a Subject Access Request.

5.2 Process Map Stage 1 - Maintaining a log of Subject Access Requests

Viking Care Limited will maintain a log of the Subject Access Requests it receives, setting out the dates on which the requests are received and the final response sent, together with any intermediary steps taken before sending a final response (for example, request for identification proof or further information in respect of the data). If Viking Care Limited fails to respond to the request in accordance with GDPR timescales, this should also be noted together with an explanation of the failure and steps taken to avoid such failure in the future.

5.3 Process Map Stage 2 - Acknowledge Subject Access Request

Viking Care Limited acknowledges that it is best practice for Viking Care Limited to acknowledge receipt of the Subject Access Request, although this is not strictly necessary.

5.4 Process Map Stage 3 - Confirmation of Identity

- | Viking Care Limited understands that it should only respond to a Subject Access Request if it is confident of the identity of the applicant
- | Viking Care Limited understands that it must be reasonable in terms of what it asks for and that it shouldn't ask for a significant amount of extra information if the identity of the person making the request is obvious, which is more likely to be the case if Viking Care Limited has an ongoing relationship with that person. If, for example, an existing employee or Service User makes the request, Viking Care Limited acknowledges that it is likely it will be able to confirm their identity easily
- | If, however, Viking Care Limited receives a request from an individual it does not recognise or the individual's email address/postal address has changed since Viking Care Limited's last dealings with them, Viking Care Limited will consider seeking further proof of identity such as a recent utility bill or copy of a driving licence or passport
- | In this scenario, the one-month time period to respond will commence only once Viking Care Limited has received the proof of identity. Viking Care Limited will not delay in asking for further proof

5.5 Process Map Stage 4 - Checking if other information is required to find the records requested

- | Viking Care Limited is entitled to ask for further information it reasonably needs in order to comply with the Subject Access Request, although it should not delay responding to a Subject Access Request unless it requires more information to find the data in question
- | Viking Care Limited should not require the applicant to narrow the scope of the request (they are entitled to ask for all the information Viking Care Limited holds), but Viking Care Limited may ask them to provide some context around the information they are seeking such as relevant dates or if they want a particular document or type of document (for example, letter, email, application form), which may help Viking Care Limited locate the data
- | Viking Care Limited will not delay in asking for further information and will be clear about what details it needs. Provided it does that, and it needs the additional information in order to be able to comply (rather than it being a tactic to delay timescales), the one-month time period will begin when Viking Care Limited receives the information

5.6 Process Map Stage 5 - Gathering information

- | Collating all relevant information will be the most time-consuming task. Viking Care Limited will consider which departments may hold personal data and whether that personal data can be accessed centrally by one individual or team
- | The fewer people who are involved in locating the data, the less impact it will have on Viking Care Limited's day to day business



Viking Care Limited
62 Stone Road, Broadstairs, CT10 1EB

- | Viking Care Limited will consider how to search for the data. For example, does the Data Subject use a nickname or alternative name which would also need to be searched?

5.7 Process Map Stage 6 - Considering whether an exemption applies

Under GDPR, member states are entitled to restrict the application of individuals' rights (including Subject Access Requests). The Data Protection bill entitles a Data Controller to restrict Subject Access Requests to the extent that the restriction is (having regard to the fundamental rights and legitimate interests of the Data Subject) necessary and proportionate to:

- | Avoid obstructing an official or legal inquiry, investigation or procedure
- | Avoid prejudicing the prevention, detection, investigation or prosecution of criminal offences or the execution of criminal penalties
- | Protect public security
- | Protect national security
- | Protect the rights and freedoms of others

These are relatively narrow in scope, but Viking Care Limited will consider them when responding to a Subject Access Request. If in doubt as to whether an exemption applies, Viking Care Limited will seek legal advice.

If a request is manifestly unfounded or excessive, Viking Care Limited may charge a reasonable fee or refuse to act on the request, but Viking Care Limited will have to demonstrate that the request is unfounded or excessive. If Viking Care Limited processes large volumes of data, it is entitled to ask the Data Subject to specify the information or processing activities to which the request relates (as referred to above).

5.8 Process Map Stage 7 - Maintaining confidentiality

If personal data relating to other individuals is included in the documents that will be provided pursuant to the Subject Access Request, it will need to be redacted. Viking Care Limited could alternatively obtain consent from the Data Subject to disclose the personal data, but that could be more time consuming than redaction.

5.9 Process Map Stage 8 - Reviewing what data has been requested

In some cases, the Data Subject may only request a copy of his or her personal data. They are entitled, however, to also request the following information:

- | The purposes of and legal basis for the processing
- | The categories of personal data that are processed
- | The recipients or categories of recipients to whom the personal data has been disclosed (including recipients or categories of recipients in third countries or international organisations)
- | The period for which it is envisaged that the personal data will be stored or, where that is not possible, the criteria used to determine the retention period
- | The existence of the Data Subject's rights to request:
 - | Rectification of personal data; and
 - | Erasure of personal data or the restriction of its processing
- | The existence of the Data Subject's right to lodge a complaint with the Information Commissioner's Office and the contact details of the Information Commissioner's Office; and
- | Communication of the personal data undergoing processing and any information about its origin

If the above information is requested in the Subject Access Request, it must be provided.

5.10 Process Map Stage 9 - Retention of information

Viking Care Limited will consider keeping a copy of the information provided to the Data Subject until it receives confirmation from the Data Subject that it does not require any further information or for a period of 6 months from completion of the request, whichever happens first.

5.11 Training

Viking Care Limited will circulate the policy to all staff. Viking Care Limited will consider whether providing training to staff in respect of Subject Access Requests and the policy would be beneficial.



6. Definitions

6.1 Data Protection Act 2018

- | The Data Protection Act 2018 is a United Kingdom Act of Parliament that updates data protection laws in the UK. It sits alongside the General Data Protection Regulation and implements the EU's Law Enforcement Directive

6.2 Data Subject

- | The individual about whom Viking Care Limited has collected personal data

6.3 GDPR

- | **General Data Protection Regulation (GDPR)** (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union. It was adopted on 14 April 2016 and after a two-year transition period became enforceable on 25 May 2018

6.4 Personal Data

- | Any information that identifies a living person including but not limited to names, email addresses, postal addresses, job roles, photographs, CCTV and special categories of data, defined below

6.5 Process or Processing

- | Doing anything with personal data, including but not limited to collecting, storing, holding, using, amending or transferring it. An organisation does not need to be doing anything actively with the personal data - at the point it collects it, it is processing it

6.6 Special Categories of Data

- | Has an equivalent meaning to "Sensitive Personal Data" under the Data Protection Act 2018. Special categories of data include but are not limited to medical and health records and Care Plans (including information collected as a result of providing health care services) and information about a person's religious beliefs, ethnic origin and race, sexual orientation and political views



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | All staff at Viking Care Limited should follow the guidelines set out in this policy to ensure that Subject Access Requests are dealt with appropriately in compliance with GDPR
- | Data Subjects can use the template request letter provided in the form attached to this policy or are able to request data in writing in other means. All Subject Access Requests must be responded to, irrespective of the form of communication



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | If a Data Subject, including a Service User, wishes to make a Subject Access Request to Viking Care Limited, they can use the template request letter provided. They do not have to use the template request letter and can instead make the Subject Access Request in writing by any other means



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 You provide training to all staff at Viking Care Limited to ensure that they understand how to recognise and deal with a Subject Access Request
- 1 You create a detailed log for GDPR compliance, including a log of all information relevant to Subject Access Requests received by Viking Care Limited



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Template Subject Access Request Letter	When a Data Subject submits a Subject Access Request	QCS
Subject Access Request Process Map	This form should be used by each organisation's Data Protection or Privacy Officer (or similar) each time a Subject Access Request is received. The process map should be reviewed alongside the corresponding procedure entries	QCS

Viking Care Limited
62 Stone Road, Broadstairs, CT10 1EB

Lian Palmer , Data Protection Officer
Viking Care Limited
62 Stone Road
Broadstairs
CT10 1EB

Date:

Dear Lian Palmer

Subject Access Request under the General Data Protection Regulation 2016

I am writing to make a Data Subject Access Request pursuant to the General Data Protection Regulation 2016.

Scope of Request

[This is a general request that relates to any personal data processed about me by or on behalf of Viking Care Limited].

Or

I only require information in respect of the following:

[Insert any information you think would help us to find what you are seeking, or let us know if there is something in particular, you require]

[Locating the data]

[Please only provide documents and emails that were created and/or sent between [Insert date range].]

[Please only provide emails that were sent between [Insert names].]

Yours sincerely

[Please enter your full name]

Viking Care Limited
62 Stone Road, Broadstairs, CT10 1EB

This page is deliberately left blank

Subject Access Request Flow Chart

