



Eastfield Town Council.

Subject Access Request (SAR) Policy

1. Purpose

This policy explains how Eastfield Town Council will handle requests from individuals who want access to their personal data held by the Council. This is commonly known as a **Subject Access Request (SAR)**.

The Council will handle SARs lawfully, fairly, promptly and transparently, and in line with the right of access under data protection law. Individuals are entitled to confirmation of whether their personal data is being processed and, where it is, access to that data and certain related information .

2. Scope

This policy applies to:

- all personal data held by the Council in paper or electronic form;
- councillors, employees, contractors and agents handling personal data on behalf of the Council;
- all SARs made by data subjects or their authorised representatives.

3. What is a SAR?

A SAR is a request from an individual asking:

- whether the Council processes their personal data; and
- for a copy of that personal data and supporting information.

A request does not need to mention “subject access request” or quote legislation to be valid.

4. How requests may be made

Requests may be made:

- in writing;
- by email;
- by letter;
- verbally.

The Council may ask the requester to complete its SAR form to help locate information, but this is **not mandatory**.



5. Who receives SARs

SARs should be sent to:

The Clerk / Proper Officer

Eastfield Town Council

The Legacy, Ashmead Square, Eastfield YO11 3XJ

clerk@eastfield-tc.gov.uk

6. Identity checks

Before releasing personal data, the Council may request reasonable proof of identity where necessary. The Council may also ask for further information to help locate the requested data. Where reasonable doubts exist, the Council may delay the request until identity is confirmed .

Examples of acceptable ID:

- photo driving licence;
- passport;
- recent utility bill or bank statement showing current address.

7. Timescale

The Council will respond:

- **without undue delay**; and
- **within one month** of receiving the request, or of receiving any ID/clarification reasonably required to process it .

If the request is complex or numerous, the Council may extend the response time by up to a further two months. If so, the requester will be informed and given reasons.

8. Fees

SARs will normally be handled **free of charge**. A reasonable fee may be charged, or the Council may refuse to act, only where a request is manifestly unfounded or excessive .

9. Information the Council will provide

Where applicable, the Council will provide:

- confirmation that personal data is being processed;
- a copy of the personal data;
- the purposes of processing;



- categories of personal data;
- recipients or categories of recipients;
- retention period, where possible;
- information on rights to rectification, erasure and complaint;
- ICO contact details;
- source information, where relevant .

10. Format of response

The Council will provide the information in a concise, intelligible and accessible form using clear language. Where practicable, the response will be in the same format as the request .

11. Exemptions and third-party data

The Council may withhold or redact information where:

- disclosure would reveal personal data about another person and it is not reasonable to disclose it;
- legal exemptions apply;
- information is subject to legal privilege, confidential references, crime/prevention exemptions, or other statutory restrictions.

Where possible, information will be disclosed with third-party data redacted.

12. No alteration or destruction

Once a SAR is received, no relevant data should be altered, blocked, erased, destroyed or concealed in order to prevent disclosure. The Data Protection Act makes this unlawful .

13. Internal handling procedure

On receipt of a SAR, the Clerk (or nominated officer) will:

1. record the date received;
2. acknowledge the request;
3. verify identity where required;
4. clarify scope if necessary;
5. notify relevant staff/councillors to preserve and search records;
6. search paper and electronic records;
7. review material for exemptions/redactions;



8. prepare the response;
9. issue the response within the statutory timescale;
10. retain a record of the request and outcome.

14. Records covered

Searches may include:

- email accounts;
- personnel files;
- allotment, cemetery, tenancy or customer records;
- complaint files;
- meeting correspondence;
- CCTV records, where applicable;
- handwritten notes where they form part of a relevant filing system;
- archived and backup data where reasonably accessible.

The Council's standing orders already require arrangements for access to personal data and retention/destruction policies to be kept under review .

15. Complaints

If a requester is dissatisfied, they should first contact the Clerk. They may also complain to the Information Commissioner's Office.

ICO

Website: <https://ico.org.uk>

Helpline: 0303 123 1113

16. Review

This policy will be reviewed every **two years** or sooner if legislation or guidance changes.

Adopted by: Eastfield Town Council

Date adopted: April 2026