



## Subject Access Request Procedure

### On Receipt of Request:

- If the application is not received by email, make sure the request is date stamped and sent to the Data protection Officer (DPO) as soon as possible. If the request is received electronically, it should be forwarded to [dataprotection@mayococo.ie](mailto:dataprotection@mayococo.ie) without delay.

### Verification Process:

- A name and Address must be provided for the request to be processed. This is to ensure that personal information is not passed on to the wrong person. If there is any ambiguity with the information (i.e. 2 people with the same name and address), Mayo County Council has the right to request further information to confirm the individual's identity.
- In the absence of ID, the DPO must send an email/ letter (depending on how the request was received) to the Data Subject requesting proof of ID and a copy of their signature for reference purposes. The request is not considered a valid request until the DPO is satisfied that they have received a valid form of ID. A request may be held past the due date if sufficient ID has not been provided.

### Internal Records:

- The DPO must allocate a reference number to request and record on the 'Subject Access Log' (Digital File).
- A digital folder must be created in the Data Protection Inbox and on SharePoint with the Subject's name and reference number clearly stated.
- The response time for Subject Access Requests is normally 30 days but can be extended by up to 2 months or refused if necessary. If an extension/ refusal is necessary, the Data Subject must be informed and the reasoning behind the extension/ refusal must be clearly stated.



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### Processing the Request:

- The DPO must prepare and send an email to all departments within the organisation (even if the request is specific to one particular department). This email must advise when replies are required from the departments (usually 7 days before the request is due to allow time for redaction and collation of information).
- The email sent to staff should include the following information:

<b>Name:</b>	*****
<b>Current Address:</b>	*****
<b>Data Requested:</b>	<ol style="list-style-type: none"><li>1. A copy of <u>all data held about the subject at their current address (above)</u>.</li><li>2. Please <u>fill in the attached document 'SAR Template for Data-DP**'</u> and return with the data requested.</li></ol>
<b>Other Information of Note:</b>	*****
<b>Deadline:</b>  (Please note we legally have 30 days to respond to this request).	Please return data <u>in electronic format only</u> no later than <u>*****</u>

- The 'SAR Template for Data' should be filled out as appropriate and returned with a copy of all data contained in the request (See appendix 1).
- All recipients of this email should circulate this email around their department to ensure that all information that the organisation holds on the Data Subject is released. All physical and digital



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files and folders should be searched for information. It is the responsibility of each department to ensure that an efficient process/ procedure for responding to SAR's is in place.

- A copy of all data held on the Data Subject should be returned in digital format only (responses should be sent via email or cloud sharing where possible). The DPO is not accepting any hard copies of subject access request responses from staff. All information should be returned to the DPO without delay to the following email address: [dataprotection@mayococo.ie](mailto:dataprotection@mayococo.ie)
- All emails regarding the request should be stored in the allocated folder in the Data Protection Mailbox.
- Once all replies have been received, the DPO must ensure all information is saved in SharePoint and that all responses are saved in PDF format (both redacted and unredacted files).
- The DPO must review replies to make sure that all third-party information has been correctly redacted using PDF Software.
- The DPO must prepare a decision letter and respond to the Data Subject in an appropriate manner.

### Data Retention:

- All data in relation to Subject Access Requests must be retained in accordance with the Data Protection Retention Policy.



Comhairle Contae Mhaigh Eo  
Mayo County Council



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### Mayo County Council Data Protection Officer Details:

<b>E-mail</b>	<a href="mailto:dataprotection@Mayococo.ie">dataprotection@Mayococo.ie</a>
<b>Postal Address</b>	Data Protection Officer, Áras an Chontae, Castlebar, Co Mayo.

### Right of Complaint to the Data Protection Commissioner:

If an individual is not satisfied with the outcome of the response received by the Council, they are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter. The Data Protection Commissioner's website is [www.dataprotection.ie](http://www.dataprotection.ie) or you can contact their Office at:

<b>Lo Call Number</b>	1890 252 231
<b>E-mail</b>	<a href="mailto:info@dataprotection.ie">info@dataprotection.ie</a>
<b>Postal Address</b>	Data Protection Commissioner Canal House Station Road Portarlinton, Co. Laois. R32 AP23.



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### Appendix 1:

#### Subject Access Request File: DP (ENTER NAME AND DP NUMBER)

Data Number	Category of Data (type of information)	Purpose for Processing	Lawful Basis for Processing (Eg. Planning Act/ Housing Acts etc)	Source of Data (How did you obtain this information?)	Has this Data been passed on to any 3rd Parties? Y/N	Name of 3rd Party and Reason for transferring data (if applicable):	Has this data been passed outside of the EU? Y/N	Location & Reason for transferring outside of the EU
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Email: [dataprotection@mayococo.ie](mailto:dataprotection@mayococo.ie)