



## **SUBJECT ACCESS REQUEST POLICY**

### **ARC CANCER SUPPORT CENTRES**

#### **INTRODUCTION**

The purpose of this policy is to ensure that a standardised approach is implemented throughout ARC Cancer Support Cancer Centres in responding to subject access requests. Under EU General Data Protection Regulation 2018 & The Irish Data Protection Act 2018 you have the right to access the Personal Information we hold on you. To exercise your “right of access” you should make a Subject Access Request in writing, this policy sets out how you should submit a Subject Access Request and our actions upon receiving your Subject Access Request.

#### **DEFINITIONS**

“**Personal Information**” means any information relating to an identified or identifiable natural person (“Data Subject”). An identifiable natural person is one who can be identified, directly or indirectly in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Special categories of “personal information” includes information relating to:

- Race
- Ethnic Origin
- Political Beliefs
- Religion
- Trade Union Membership
- Genetics
- Information relating to health
- Information relating to sex life/sexual orientation
- Biometric Information (where used for ID purposes)

#### **MAKING A REQUEST**

You should submit your Subject Access Request in writing, either by email or by letter. You can also submit your subject access request electronically, using our downloadable subject access request form. Requests that are made directly by you should be accompanied by evidence of your identity, this is to enable us to prevent fraud and to protect your privacy.

With regard to Subject Access Requests submitted by “Third Parties” on your behalf, we will require evidence that such “Third Parties” have been engaged to represent you and to act on your behalf. This evidence should be accompanied with the Subject Access Request to enable us to comply and fulfil our legal obligations.

Subject Access Requests should be clearly identifiable and encompass sufficient information to enable us at ARC Cancer Support Centres to respond to your request in a time efficient manner. Subject Access Requests should be emailed to [info@arccancersupport.ie](mailto:info@arccancersupport.ie)

Alternatively, Subject Access Requests should be addressed to The Data Protection Co Ordinator, 65 Eccles Street, Dublin 7

## **TIMESCALES**

We will do our utmost to respond to you Subject Access Request without delay and at the latest within thirty days. Where “Requests” are complex or numerous, we may contact you to inform you that an extension of time is required, (a two month extension is legally available).

## **FEE**

We will normally comply with your request at no cost. However, if the Subject Access Request is manifestly unfounded or excessive, or if it is repetitive, we may contact you to request a fee. This fee must be paid in order for us to comply with the Subject Access Request. The fee will be determined at the relevant time and will be set at a proportionate level which is considered reasonable in the circumstances. We may also charge a reasonable fee if you request further copies of the same information.

## **INFORMATION YOU WILL RECEIVE**

When you submit a Subject Access Request, you will be informed of:

- Whether or not your Personal Information is processed and the reasons for the processing of your Personal Information
- The categories of Personal Information concerning you
- Details of where your Personal Information has been collected from, if it was not collected from you
- Details of any “Third Parties” to whom your Personal Information may have been shared with or will be disclosed to, including anyone outside the EU and EEA and the safeguards implemented to ensure security and integrity of Personal Information
- Details relating to retention periods of your Personal Information (and details how such retention periods are determined)
- Details relating to your “Rights” with regard to how your Personal Information is processed

- Information relating to your “Right” to make a complaint to the Office of the Data Protection Commissioner in the event you consider your “rights” have been infringed.
- The reasoning behind any automated decisions taken about you

In addition to having access to your Personal Information you are entitled to receive a copy of the same in an intelligible manner.

### **CIRCUMSTANCES IN WHICH YOUR SUBJECT ACCESS MAY BE REFUSED**

We may refuse to deal with your Subject Access Request if it is manifestly unfounded or excessive, or if it is repetitive. Where it is our decision to refuse your Subject Access Request, we will contact you without undue delay and at the latest, within thirty days of receipt of your “request” to inform you of our decision and to provide you with an explanation. You will also be informed of your “Right” to complain to the Office of the Data Protection Commissioner.

We may also refuse to deal with your request of part of it because of the type of information requested. For instance, personal information which is subject to legal privilege is not required to be disclosed. There may be circumstances where **exemptions** may apply to a subject access request. Where we decide to withhold any “Personal Information” on the basis of an **exemption** we will inform you of our decision and provide you with an explanation as to why we have not complied with your Subject Access Request.

### **POLICY REVIEW**

This Subject Access Request Policy will be reviewed on an Annual basis to ensure compliance with EU GDPR and the Irish Data Protection Act 2018

**September 2019**

### SUBJECT ACCESS REQUEST TEMPLATE

In accordance with EU General Data Protection Regulation (2018), I, -----, DOB-----  
---- hereby wish to submit a Subject Access Request to ARC Cancer Support Centres. My request relates to access to my personal information and to receive a copy of my personal information in an intelligible format.

For clarification purposes I detail below the specific detail of the personal information I now request.

I understand that I may be requested by ARC Cancer Support Centres to provide further identification information to validate my request, to prevent fraud and for Personal Information security purposes.

#### SUGGEST THAT IS A DROP DOWN TICK BOX OPTION

Format of Personal Information requested				
Electronic	Choose an item.			
Manual	Choose an item.			
Timescale of search	Choose an item.			
Dept of search	Choose an item.	If other please specify below		

