



Carlton Colville Town Council

Subject Access Request (SAR) Policy

Adopted: 1st July 2020

Review Date: March 2026

Responsible Officer: Town Clerk / Proper Officer / Data Protection Officer

1. Policy Statement

Carlton Colville Town Council is committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This policy follows guidance issued by the National Association of Local Councils (NALC), the Society of Local Council Clerks (SLCC), and the Information Commissioner's Office (ICO).

2. Scope

This policy applies to all personal data processed by the Council, whether held electronically, on paper, or in other formats. It applies to Councillors, employees, contractors, and volunteers.

3. Legal Framework

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- ICO Subject Access Request Code of Practice
- NALC / SLCC data protection guidance

4. What is a Subject Access Request?

A Subject Access Request (SAR) is a request by an individual to obtain confirmation that their personal data is being processed and to access that data, together with supplementary information.

Requests may be made verbally or in writing and do not need to reference data protection legislation.

5. Lawful Response and Exemptions

The Council will provide personal data unless an exemption applies under Schedule 2 of the Data Protection Act 2018, including where disclosure would adversely affect the rights and freedoms of others.

6. Identity Verification

The Council will verify the identity of the requester before disclosing personal data. Where requests are made on behalf of another person, written authority or legal documentation will be required.

7. Timescales

The Council will respond without undue delay and within one calendar month of receipt. Where requests are complex or numerous, the response time may be extended by up to two further months, with written notification.

8. Fees

Subject Access Requests will normally be processed free of charge. A reasonable fee may be charged for additional copies or where requests are manifestly unfounded or excessive.

9. Format of Response

Information will be provided in a commonly used electronic format unless the requester asks otherwise.

10. Recording and Accountability

All SARs will be logged and managed centrally by the Proper Officer to ensure compliance and auditability.

11. Complaints

If a requester is dissatisfied, they may request an internal review. They also have the right to complain to the Information Commissioner's Office.

12. Training and Awareness

The Council will ensure Councillors and staff receive appropriate data protection training.

13. Review

This policy will be reviewed if legislative or regulatory changes require.