

## Subject Access Request Frequently Asked Questions

### How can I submit a Subject Access Request?

A Subject Access Request Form (DP 1a) must be downloaded from [our website](#), completed and submitted to the Information Manager at: Positive Futures, 2b Park Drive, Bangor, BT20 4JZ or via email to [info@positive-futures.net](mailto:info@positive-futures.net)

If you are unable to access the website to download a Subject Access Request Form, you may submit a request in writing, via email, via social media or verbally to the Information Manager or the relevant Service Manager or Operations Director.

### Why do I have to provide ID?

We are committed to ensuring we do not share personal information with people who are not authorised access to it. In some circumstances, we may ask to verify your ID. Acceptable forms of ID include:

- Passport
- Driving Licence
- Public Services Card

### How much does it cost?

Positive Futures gives data subjects access to their personal data free of charge.<sup>1</sup>

### What happens once I have submitted a Subject Access Request?

The Information Manager will write to you within 4 working days acknowledging receipt of your request. In order to allow us to search the records that we hold, we may also ask you to provide additional information on the data that you have requested.

### How long will it take to receive the information that I have requested?

Information will be provided within 1 month<sup>2</sup> of receiving a Subject Access Request.

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<sup>1</sup> A reasonable fee (based on the administrative cost of providing the information) may be charged when a request is manifestly unfounded or excessive particularly if it is repetitive, and to comply with requests for further copies of the same information.

<sup>2</sup> A further 2 months may be added where requests are complex and numerous. Where this is the case, the Information Manager will write to you within 1 month explaining why the extension is necessary.

### **Can a Subject Access Request be refused?**

A request for information can be refused if Positive Futures has previously complied with an identical or similar request in relation to the same individual unless a reasonable interval has elapsed between compliance with one request and receipt of another.<sup>3</sup>

### **Is there anything else that I need to know?**

If the information that you have requested contains any third party data, then Positive Futures has an obligation to contact them to obtain their consent before sharing their data. If this is the case, then the Information Manager will notify you that they are writing to third parties to obtain their consent.<sup>4</sup>

### **How will the information I have requested be made available to me?**

The information that you have requested will be made available to you in an agreed format e.g in writing, photocopy or printout. If your request was made electronically, then we will provide you with the information in a commonly used electronic format.

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<sup>3</sup> Where a request is refused, the Information Manager will notify you of the reason for the refusal and inform you of your right to complain to the supervisory authority and to a judicial remedy within one month of the decision to refuse the request being made.

<sup>4</sup> If third parties do not give their consent to sharing their data, then this will be redacted from any information that is provided to you.