

ID. Date of interview
date 03/02/20

ID. Time interview started
start 14:38:13

ID.end Completion date of interview
Date 03/02/20

ID.end Time interview ended
14:58:44

ID. Duration of interview
time 20.52

Start of new case

Q1 Does the draft guidance cover the relevant issues about the right of access?

Yes

No

Unsure / don't know

If no or unsure/don't know, what other issues would you like to be covered in it?

Q2 Does the draft guidance contain the right level of detail?

Yes

No

Unsure / don't know

If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Q3 Does the draft guidance contain enough examples?

Yes

No

Unsure / don't know

If no or unsure/don't know, please provide any examples that think should be included in the draft guidance.

Q4 We have found that data protection professionals often struggle with applying and defining 'manifestly unfounded or excessive' subject access requests. We would like to include a wide range of examples from a variety of sectors to help you. Please provide some examples of manifestly unfounded and excessive requests below (if applicable).

Q5 On a scale of 1-5 how useful is the draft guidance?

1 - Not at all useful	2 - Slightly useful	3 - Moderately useful	4 - Very useful	5 - Extremely useful
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 Why have you given this score?

see below re FOI but also we should be allowed, with consent, to restrict a SAR response where the individual is clearly seeking data about a specific period of time or event with their property.

Q7 To what extent do you agree that the draft guidance is clear and easy to understand?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 Please provide any further comments or suggestions you may have about the draft guidance.

Strongly disagree with guidance that someone making a Freedom of information request should be treated as making a SAR under GDPR. They are 2 quite different pieces of legislation and someone making an FOI request would receive different information to a SAR - if we were covered by FOI (which we are not). We are SWAMPED with SARs which take up a huge amount of our time from customer who are just seeking to either find a "smoking gun" which they can use in court proceedings or to extract compensation for us, or just for "nuisance" value because they are not happy with us. They are clearly not interested in how we process their personal data but just want to cause us as much hassle as possible. Please include guidance to people making a SAR as to what they should reasonably expect to receive. Often they misunderstand what will be provided, then are disappointed when they get the response, then make a complaint to the ICO - which doesn't help your workload.... SARs, in my experience in housebuilding, are not being used for purposes of data protection but as a stick for disgruntled customers to beat up housebuilders.

Q9 Are you answering as:

- An individual acting in a private capacity (eg someone providing their views as a member of the public)
- An individual acting in a professional capacity
- On behalf of an organisation
- Other

Please specify the name of your organisation:

What sector are you from:

housebuilding

Q10 How did you find out about this survey?

- ICO Twitter account
- ICO Facebook account
- ICO LinkedIn account
- ICO website
- ICO newsletter
- ICO staff member
- Colleague
- Personal/work Twitter account
- Personal/work Facebook account
- Personal/work LinkedIn account
- Other

If other please specify: