

ID. Date of interview
date 30/01/20

ID. Time interview started
start 15:04:07

ID.end Completion date of interview
Date 30/01/20

ID.end Time interview ended
15:44:39

ID. Duration of interview
time 40.53

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Q1 Does the draft guidance cover the relevant issues about the right of access?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Q2 Does the draft guidance contain the right level of detail?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If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Q3 Does the draft guidance contain enough examples?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If no or unsure/don't know, please provide any examples that think should be included in the draft guidance.

The guidance while it is aimed to cover a wide range of organisations, it would be helpful to include examples for organisations classed as micro, small, medium and large. Depending on the size of organisations can depend on the ability to respond effectively to subject access requests.

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).

Not all organisations have 'data protection professionals' as this is largely attributed to larger organisations. Small voluntary organisations do not have the resource both financially and in terms of staff to deal with subject access requests. This is particularly true of 'manifestly unfounded or excessive' subject access requests. Our organisation works with a variety of not for profit/ social enterprises which vary in size. We have found when they have received requests of this nature it is usually during a dispute with an employee. The person tasked with dealing with that dispute is then tasked with dealing with and unfounded or excessive subject access request which puts a significant amount of pressure on the resources of the organisation. It would be useful for ICO to provide helpline support specifically for these types of organisations.

Q5 On a scale of 1-5 how useful is the draft guidance?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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Q6 Why have you given this score?

There are more examples given in comparison to the previous guidance and the response time to subject access requests has been better clarified.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

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

The guidance does not take account of small/ community/ voluntary organisations and the challenges they face when dealing with a subject access request. Page 17 - Can we extend the time for a response. It is clear the time can be extended if complex or a number of requests are received. There is no guidance on what level of communication you should have with the person who has made the request especially if you need to extend timescales. Also what if the person who has requested the information does not agree with your rationale for the extension period? Is this at the discretion of the organisation? It would be useful for the guidance to include some templates for communicating between the person who has requested the information and the organisation e.g confirmation of receipt of subject access request, why time scales need to be extended, request for further information etc. It would be useful to include further detail on the consequences for organisation who continually refuse to comply with subject access requests.

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:

EVH (Employers in voluntary housing)

What sector are you from:

voluntary

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: