

[REDACTED]

From: [REDACTED]
Sent: 05 February 2020 12:16
To: SARguidance
Subject: ICO consultation on the draft right of access guidance

External: This email originated outside the ICO.
Hello,

I would like to provide the following feedback on the draft guidance.

The draft guidance provides helpful examples to assist with responding to data subject access requests, for example the section 'can we clarify a request?' (page 23) and that the right is to personal data rather than documents and so just sections of documents can be provided (page 30). It would be helpful to have additional detail/guidance on the following areas linked to our experience of responding to subject access requests:

Where a staff member leaves and their email account has been closed (and will not be accessed or reopened by the organisation), can this information be considered 'put beyond use' and therefore outside of a data subject access request?

Separation of what is personal information and what is business information. For example, where the data subject is a manager, and therefore receives multiple emails/communications which are transactional and about other people rather than the data subject, can we classify this as business information rather than personal information (and so is outside of a data subject access request). Or is this something which we should clarify with the data subject? If information has been provided in a payslip form (as personal information), is it also necessary to provide the same information which is contained in payroll/timesheet reports (business information)?

Regards

[REDACTED]



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