

ID. Date of interview
date 31/12/19

ID. Time interview started
start 14:23:46

ID.end Completion date of interview
Date 31/12/19

ID.end Time interview ended
14:29:31

ID. Duration of interview
time 5.75

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Q1 Does the draft guidance cover the relevant issues about the right of access?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Q2 Does the draft guidance contain the right level of detail?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If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Q3 Does the draft guidance contain enough examples?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If no or unsure/don't know, please provide any examples that think should be included in the draft guidance.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

Requests from Claims Management Companies who ask for information and copy documents on every aspect of the clients file as a 'fishing exercise' , which could cover a file with 10-20 years of correspondence.

Q5 On a scale of 1-5 how useful is the draft guidance?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

Because it is helpful, but I recognise it is not possible to provide draft guidance for a specific business type i.e. we are a pension provider.

Q7 To what extent do you agree that the draft guidance is clear and easy to understand?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 type="radio"/> | <input checked="" type="radio"/> |

Q8 Please provide any further comments or suggestions you may have about the draft guidance.

It is a very user friendly layout which enables you to click on a link for more information on the topic you are researching

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:

talbot and muir ltd

What sector are you from:

financial services

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: