Data Subject Access Request Procedure
for Pennine District

Issue 1 Draft 1 : March 2018

About this procedure

This procedure defines how Pennine District will manage data subject access requests in accordance with the UK Data Protection Bill 2017. It should be read in conjunction with current information and guidance published by the UK Information Commissioner's Office (ICO – http://ico.org.uk/)

Note that once the UK leaves the European Union, additional requirements of the European Union General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) may continue to apply with respect to data processed relating to EU citizens, which may include youth members and volunteers. As Pennine District does not regularly process data relating to citizens of the EU as a matter of course, it is considered that the UK Data Protection Bill 2017 will meet the requirements of the EU GDPR regulation. Should this position change this procedure will be reviewed.

The general requirements for data protection are defined in the Pennine District Data Protection Policy.

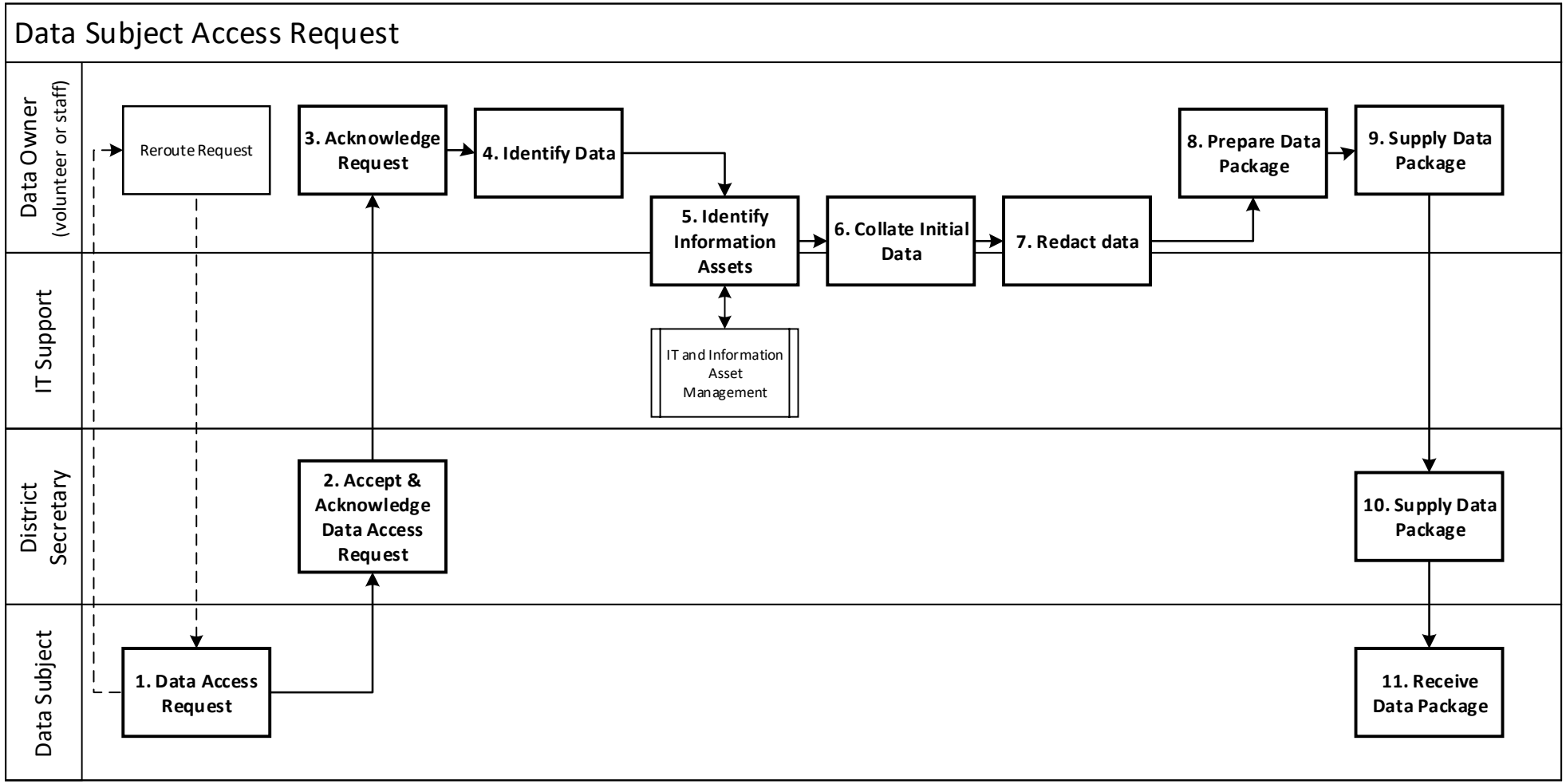
Where the Pennine District is known to hold no data about a data subject, this should clearly be communicated upon request.

Where data subjects request to know what type of data is held about them, this should be considered as a subject access request of limited scope.

The Pennine District will not respond to data subject access requests which are considered unfounded (including malicious requests which are considered, basis on prior evidence, as intended solely to inconvenience Pennine District) or which are repetitive. Where such requests are refused, the Pennine District DPO must advise the data subject of the reason why the request will not be complied with and the data subjects right to complaint to the ICO and to seek judicial remedy.

In considering that Pennine District is a not for profit charity, the Pennine District reserves the right to charge a reasonable fee (based upon a volunteer rate of £14.00/hr or the applicable staff costs) for data subject access requests which are considered excessive by way of the volume of data to be searched or the volume of data to be redacted and which exceed 40 hours of staff or volunteer time.

The general process for implementing data subject access requests is shown overleaf.



This process is described in more detail below

Step	Description
1. Data Access Request	The Data Subject makes a data subject access request. This should be directed to the Pennine District Secretary (any member of staff of any other volunteer, including the data owner (Responsible Officer) should direct the request to the Pennine District Secretary.
2. Accept and Acknowledge Data Access request	The Pennine District Secretary should immediately acknowledge receipt of the data subject access request. The Pennine District Secretary should maintain a log of all requests including: • Date request received • Data subject name and contact details • Scope of data subject access request • Date of request acknowledgement • Date data or data access provided This list may be consulted to determine whether a request is repetitious or malicious. The Pennine District Secretary may, in consultation with the Data Protection Officer, refuse or charge for a request as outlined above. Where the scope of the request is not specific, the Pennine District Secretary should seek to clarify the scope of the request i.e. whether it relates to all data held by the scout District, or to a specific subset of data (specific datasets, timescales, relating to specific events etc) The Pennine District Secretary should inform the Data Protection Officer that a subject access request has been received and the Data Protection Officer should provide support and guidance as needed. The Pennine District Secretary should determine, with support from the Data Protection Officer, whether the data subject access request is complex or simple. If the request is considered complex (see Annex 1), the Pennine District Secretary should inform the data subject that the request is complex and that the requested data will be provided within 90 days. If the request is not considered complex (see Annex 1), the Pennine District Secretary should inform the data subject that the requested data will be provided within 1 month. The Pennine District Secretary should inform the data owner(s) (Responsible officers) of the data subject access request.
3. Acknowledge Request	The data owner(s) (Responsible Officers) should acknowledge the request to the Pennine District Secretary and prioritise their activities accordioning
4. Identify Data	Based upon the defined scope of the data subject access request, the data owner(s) (Responsible Officers) should identify the specific datasets that need to be accessed
5. Identify Information Assets	Based upon the defined scope of the data subject access request, and the datasets identified by the data owner(s) (Responsible Officers), the data owner(s) and Pennine District IT Support will identify the appropriate IT Assets e.g. • Hard copy folders or file store • Office 365 datastore (e.g. email account, OneDrive folders SharePoint site and webpart [list, folder, database]) • Other system or database (e.g. Compass)
6. Collate Initial Data	Using appropriate search criteria (filters, date ranges, keywords etc) derived from the scope of the data subject access request, the data owner(s) (Responsible Officers) and Pennine District IT Support will collate data and records within the scope of the request (as hard copies and/or a separate electronic copy)

Step	Description
7. Redact Data	The data owner(s) (Responsible Officers), assisted by the Pennine District IT Support will redact the collated data and records to remove: • Any personal data which breaches the rights or freedoms of any other natural person (attention should be paid to the potential for other personal data to be reconstructed or inferred from pseudonymised data e.g. natural persons to be identified or inferred by a combination of their scouting role and home postcode) • Any data which does not directly relate to the scope of the data access request and which is considered sensitive or confidential Data should be redacted in such a manner that ensures that redacted data cannot be reconstructed e.g. redacted on hard copies using a black marker pen and recopying/scanning, overwriting electronic data with null data values, deleting metadata etc.
8. Prepare Data Package	The data owner(s) (Responsible Officers) should prepare the necessary data package. This should be in a human accessible format (hard copy or electronic copy which is readable through readily available software e.g. PDF readers). Data should be organised in a logical order (e.g. dataset type, date order etc) although it is not necessary to provide a complete index or search facility.
9. Supply Data Package	The data owner(s) (Responsible Officers) should supply the data package to the Pennine District Secretary in a suitable format (usually a hard copy folder with all contents secured, or a secure electronic store to which suitable access can be granted e.g. through the use of a temporary, read only Pennine District account and User ID).
10. Supply Data Package	The Pennine District Secretary should supply the data package to the data subject in a suitable format as defined above, and request acknowledgement of receipt from the data subject. A record of transmittal should be retained and the data subject access request log updated.
11. Receive Data Package	The data subject receives the data package (or access to the data package) and should acknowledge receipt. Any subsequent request broadening the scope of the original request may be reconsidered as unfounded, excessive or repetitive as described above.

Annex 1 – Complex Data Subject Access Requests

Pennine District considers the following data subject access requests to be complex. Where this is the case, acknowledgement of the request should be provided to the data subject within 30 days of receiving the request and the data should be provided to the data subject as soon as possible, and always within 90 days of receiving the request.

- Any request involving a combination of electronic and hard copy data
- Any request involving multiple data stores from within the Pennine District Office 365 environment (e.g. email accounts, OneDrive folders, SharePoint sites [lists, folders, databases])
- Any request involving a Pennine District Office 365 data store and any other system (e.g. Compass membership database etc)
- Any request involving data held by Pennine District volunteers in personal (secure) storage locations

All other such requests are considered simple and the data should be provided to the data subject within 30 days of receiving the request.

If in doubt, the Data Protection Officer, balancing the rights of the data subject and the ability of the Pennine District to access, redact and provide data, will provide a definitive determination of whether a data subject access request is considered simple or complex.