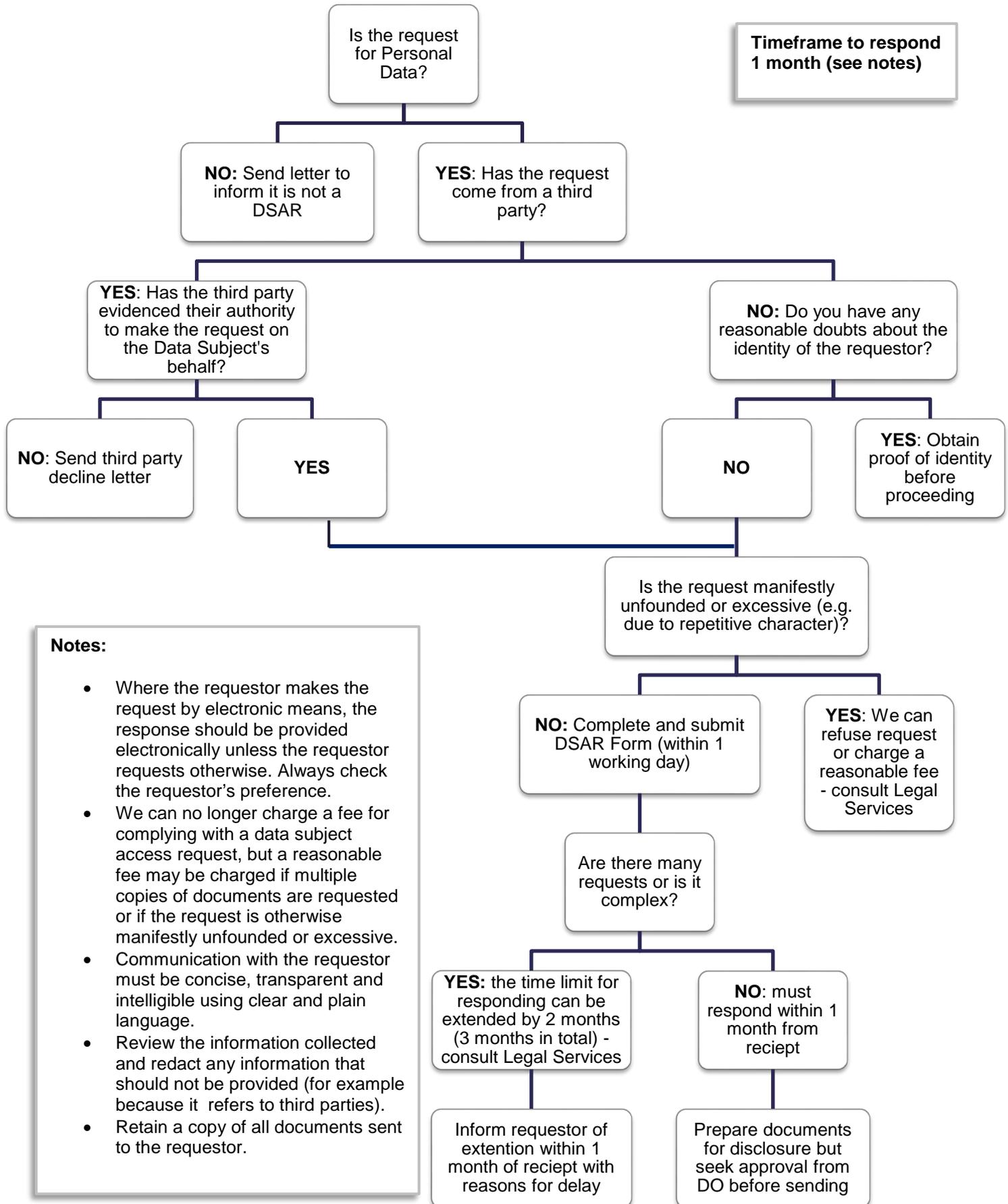


## Responding to a request for personal information - Data Subject Access Request (DSAR)



**Timeframe to respond  
1 month (see notes)**

- Notes:**
- Where the requestor makes the request by electronic means, the response should be provided electronically unless the requestor requests otherwise. Always check the requestor's preference.
  - We can no longer charge a fee for complying with a data subject access request, but a reasonable fee may be charged if multiple copies of documents are requested or if the request is otherwise manifestly unfounded or excessive.
  - Communication with the requestor must be concise, transparent and intelligible using clear and plain language.
  - Review the information collected and redact any information that should not be provided (for example because it refers to third parties).
  - Retain a copy of all documents sent to the requestor.