



### Course Benefits:

- Reduce the time spent in responding to SARs
- Reduce risk of complaints to ICO through better understanding of your responsibilities
- Avoid potential fines from ICO

### Aims of Course:

- Understand the rules for responding to SARs
- How to respond
- What information can / cannot be provided

### Who should Attend?

- All employees handling customer or employee requests

### Course Duration:

- 30 – 45 minutes plus 15 minutes for assessment
- A certificate will be issued upon successful assessment

### Price:

- £25.00 + VAT per person
- 10% discount for 5 – 10 users. 25% discount for over 10 users

# Responding to Subject Access Requests

## An easy to follow interactive course

### Topics covered:

- Understand your role – Controller / Processor
- Understand your data
- Managing SARs
  - How are SARs received?
  - Proof of identity
  - Recording of the request
  - Can I say no?
  - What about Charges?
  - Format for response
  - What information must we provide?
  - Exemptions

Onsite courses are available on request