

OPEN DOOR SUBJECT ACCESS REQUEST (SAR) PROCEDURE

The GDPR and Data Protection Act 2018 requires a request for records to be complied with within one month of receipt of request, or where further identity checks are required, within one month of receipt of the identity documentation requested. Where the request is deemed complex or we have received a number of requests from the individual, this may be increased to two months.

You may make a SAR verbally or in writing. We will then ask you to complete a form so that we have all required details; if you are unable to complete this, we will take details verbally and complete the form with you or on your behalf.

Stage 1: We aim to acknowledge receipt of your request in writing within 3 working days.

Stage 2: The identify and authority of the requestor must be verified. The timescale for responding to a SAR does not begin until we have received the requested information.

- (1) **If you are requesting your own records:** we require a government issued photo ID document such as passport or driving licence. If you are unable to provide this, we will work with you to identify you through an alternative method.
- (2) **If you are a third party making the request:** it is the third party's responsibility to provide evidence of their authority. They should provide a written communication from the data subject that they have their consent to make the request. Open Door may need to contact the data subject to confirm the request is legitimate as we do not hold copies of service user signatures.

Stage 3: A clinician will review the records and decide what can be released under the Data Protection Act 2018.

Stage 4: If you have requested your own records, we will invite you to attend a meeting to view the records with an appropriate representative; this would usually be a member of the clinical team involved with your care. This is an opportunity to speak to a clinician about anything which may be in your records. We will then give you a copy of your records:

- If information is copied to paper from the records, it should preferably be handed to you. If that is not possible, and the information has to be posted, we will send this via 'Royal Mail Special Delivery'.
- If requested electronically the information will be a scanned copy of the manual records and a PDF of any electronic records, sent either via encrypted email or as a password protected PDF with the password sent in a separate email. We will need to confirm the email address prior to sending anything, by sending a test email and telephoning you to confirm receipt.
- If you request, it is possible to provide a verbal response to your SAR, provided that your identity has been confirmed by other means.