# LASER
# Subject Access Requests

## Explanation

You have a right, under the General Data Protection Regulation, to access the personal data we hold on you. To do so, you should make a written request, and this policy sets out how you should make a request, and our actions upon receiving the request.

## Definitions

"Personal data" is any information relating to an identifiable person who can be directly or indirectly identified by that information, in particular by reference to an identifier, including your name.

"Special categories of personal data" includes information relating to:

- Racial or ethnic origin;
- Political opinions;
- Religious or philosophical beliefs;
- Trade union membership;
- Physical or mental health conditions;
- Sex life or sexual orientation;
- Genetic data;
- Biometric data.

## Making a request

Subject access requests should be made in writing, which can be by email to any named member of LASER staff or to admin@laser-awards.org.uk. You should put Subject Access Request as the subject of your email. Please be clear and specific about the personal information you are seeking and any date parameters.

Requests should be accompanied by evidence of your identity. If this is not provided, we may contact you to ask that such evidence be forwarded before we comply with the request.

## Timescales

We will comply with your request as soon as reasonably possible and at the latest usually within one month. Where requests are complex or numerous, we may need to contact you to inform you that an extension of time is required. The maximum extension period is two months beyond the initial one month deadline.

## Fees

We will normally comply with your request at no cost. However, if the request is complex or excessively repetitive, we may contact you requesting a fee. This fee must be paid in order for us to comply with the request. The fee will be determined at the relevant time and will be set at a level which is reasonable in the circumstances. In addition, we may also charge a reasonable fee if you request further copies of the same information.

## Information you will receive

We will provide you with the information requested in as efficient and effective manner as is reasonable. Where the information we provide contains references to other people's personal information, we will redact the information accordingly so as to protect their personal information and any information relating to them which may be confidential, commercially sensitive, etc.

## Circumstances in which your request may be refused

We may refuse to deal with your subject access request in line with ICO guidance, for example if it is manifestly unfounded or excessive, if it is repetitive or not enough time has passed since your last request (e.g. your information has not changed since then), if it is vexatious or intentionally designed to harass, disrupt, or cause expense to our organisation, or is threatening or uses offensive language. Where it is our decision to refuse your request, we will contact you without undue delay, and at the latest within one month of receipt, to inform you of this and to provide an explanation. You will be informed of your right to complain to the Information Commissioner's Office (ICO).

We may also refuse to deal with your request, or part of it, because of the types of information requested, for example, information which is subject to legal privilege. Where this is the case, we will inform you that your request cannot be complied with, and an explanation of the reason will be provided. You will be informed of your right to complain to the Information Commissioner's Office (ICO).

## If you are not satisfied

If you are not satisfied with our response, you should first make a complaint to us in writing which can be by email reply to the response you have received.

If you think personal information is missing from our response, you should clearly identify what other information you think we also hold.

If you remain dissatisfied with our response you may make a complaint to the Information Commissioner's Office (ICO).