



Individuals have the right to access their personal data and supplementary information. The right of access allows individuals to be aware of and verify the lawfulness of the processing.

What information are individuals entitled to?

Individuals will have the right to obtain:

- confirmation that their data is being processed
- access to their personal data
- other supplementary information – this largely corresponds to the information that is provided in our privacy notice

Subject Access Request allows individuals to access their personal data so that they are aware of and can verify the lawfulness of the processing

Is there a fee for a Subject Access Request?

A copy of the information must be provided **free of charge**.

What if the request is unfounded, excessive or repetitive?

Where requests are manifestly unfounded or excessive, in particular because they are repetitive, then we can:

- charge a reasonable fee taking into account the administrative costs of providing the information; or
- refuse to respond.

If we refuse to respond to a request, we must explain reasons to the individual, informing them of their right to complain to the supervisory authority and to a judicial remedy without undue delay and at the latest within one month.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we can charge for all subsequent access requests. The fee will be based on the administrative cost of providing the information.

The fee has been agreed as £50.00

How long do we have to comply with such requests?

We must supply the information without delay and at the latest within one month of receipt. We will be able to extend the period of compliance by a further two months where requests are complex or numerous. If this is the case, we must inform the individual within one month of the receipt of the request and explain why the extension is necessary.

How should the information be provided?

QD 690 Subject Access Request form, can be downloaded from the Lavender website. This has the contact details of who to return the form back to.



All Subject Access Requests shall be forwarded to the Quality Coordinator, Mandy Webster.
Email mandy@lavender-ndt.com
Tel: +44(0) 1226 765769

Requests for large amounts of personal data

Where we process a large quantity of information about an individual, we can request the individual to specify the information the request relates to.

The GDPR does not include an exemption for requests that relate to large amounts of data, but we may consider whether the request is manifestly unfounded or excessive.

Actions on receipt of a request

The Subject Access Request will be logged on QD 691 Subject Access Request Register together with the date received to ensure correct response time is adhered to.

Documents supplied will be verified to ensure they match the person requesting the SAR. All departments that hold personal data will be examined to ensure all personal data relating to the individual on the Subject Access Request is located.

Personal data will then be sent to the individual concerned once satisfied all personal data has been located.

The right to be forgotten

Subjects may request that their data is erased from our system. There is a tool on our website to export and/or erase all subject data. Data will be erased where the request does not conflict with statutory, certification or approval requirements. Such requests will be recorded on QD 691.