

Purmo Group (UK) Ltd

Subject Access Request Policy

Purpose

The General Data Protection Regulation (GDPR) gives individuals (data subjects) rights, including the right to access personal data that an organisation holds about them. When an individual makes a request to view their information, it is known as a "Subject Access Request" (SAR). This policy sets out our position on responding to an individual's subject access request under GDPR.

Our Policy

Purmo Group (UK) Ltd is committed to operating openly and transparently and to meeting all reasonable lawful requests for information that is not subject to specific exemption under GDPR.

Subject Access Request Procedure

A Subject Access Request (SAR) is a written request for personal information (known as personal data) held about you by Purmo Group (UK) Ltd. GDPR legislation gives individuals the right to know what information is held about them, however this right is subject to certain exemptions.

When we receive a Subject Access Request from you, we will first check that we have enough information to be sure of your identity. Often we will have no reason to doubt a person's identity, however if we have good cause to doubt your identity, we will ask you to provide any evidence we reasonably need at that time.

We will gather any manual or electronically held information (including emails) and identify any information provided by a third party or which identifies a third party. If we have identified information that relates to third parties, we will write to them asking whether there is any reason why this information should not be disclosed. We do not have to supply the information to you unless the other party has provided their consent or it is reasonable to do so without their consent. If the third party objects to the information being disclosed, we may seek legal advice on what we should do.

We will deal with a Subject Access Request without undue delay and within one month of receipt of the request. If the work involved is particularly complex or if numerous requests are made, then we may extend this period by up to two additional months. In this case, we will inform you about the extension and explain the reasons.

We will not normally charge a fee for dealing with a request unless it is manifestly unfounded or excessive. If we charge a fee, we will inform you of this and explain the reasons for doing so.

We will explain what steps have been taken in dealing with the request i.e. we will set out the source of the personal information we have gathered. The information will be provided in a concise, transparent and easily accessible form. It may be provided in writing, or by other means, including, where appropriate, by electronic means.

There are a number of exemptions to our duty to disclose personal data and we may seek legal advice if we consider that they might apply. An example of an exemption is information covered by legal professional privilege.

If we agree that the information is inaccurate, we will correct it and where practicable, destroy the inaccurate information. If we do not agree or feel unable to decide whether the information is inaccurate, we will make a note of the alleged error and keep this on file.

If you are not satisfied by our actions, you can seek recourse through our internal complaints procedure. If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner whose contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
T: 0303 123 1113 or 01625 545 745

If you would like to know more or have any concerns about how your personal data is being processed please contact:

The HR Department
Purmo Group (UK) Ltd
Eastern Avenue
Team Valley Trading Estate
Gateshead
Tyne and Wear
NE11 0PG