

## Appendix I – Acknowledgment of Request Letter

<ADDRESSEE>

<ADDRESS LINE 1>

<ADDRESS LINE 2>

<POSTCODE>

<DATE>

Acknowledgment of your data request

Our Reference:

Dear <NAME OF DATA SUBJECT>,

I am writing to acknowledge receipt of your data request.

Your request was received on <DATE> and, unless there are grounds for extending the statutory deadline of one calendar month, we expect to be able to give you a response by <DATE>.

To fulfil your request, we require additional information from you to verify your identity and to ensure we comply fully the data protection legislation.

Please complete the form, including scans, photographs or photocopies of the required documents to verify your identification and email the completed form and copies of your identity documents to <EMAIL ADDRESS>.

We will not be able to make any further progress with your request until this has been completed and returned.

If you have already provided the necessary ID, we ask that you still fill in the attached form, which will help expedite our processing of your request. We aim to complete all subject access requests as soon as possible.

The reference for your request is <REFERENCE NUMBER>, please quote this on all correspondence concerning this request.

Yours sincerely

<NAME OF SENDER>

## Appendix II – Data Subject Request Form

Request reference number:

Confirm your full name:

Confirm your full address:

Confirm your email address:

### Your Request

Please tick the type of request you are making regarding your personal data:

Access:

Rectification:

Erasure:

Restriction of processing:

Portability:

Objection to processing:

Objection to automated decision making:

### Details of what you would like

Please give as much information as possible about what you would like from us and the nature of any concern you may have, so we can focus on addressing your request in the most efficient way. If you are requesting access to your data, please be as specific as possible about the categories of personal data you wish to access.

Please see the ICO's guidance:

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/key-definitions/what-is-personal-data/>

Information about your request and categories of personal data requested:

### Identification

It is necessary to confirm your identity to ensure we access the records of the right person and not disclose any personal data relating to anyone that isn't you.

If you are an employee or worker for our business and we have proof of identity documents for you, you do not need to prove your identity and should tick this box:

In all other cases, please provide a scanned copy or picture of one form of photo ID and a utility bill confirming your name and address.

If you do not provide adequate identification we may deny your request. Copies of your identity documents will be deleted when your request is complete.

Tick to confirm you have provided proof of identify as required:

## Appendix III – Response to Subject Access Request (SAR)

<ADDRESSEE>

<ADDRESS LINE 1>

<ADDRESS LINE 2>

<POSTCODE>

<DATE>

Our Reference:

Dear <NAME OF DATA SUBJECT>,

Thank you for your personal data access request.

Please find copies of the personal data that relates to you attached / enclosed.

Where it is necessary to do so we may have redacted information contained in the documents that is not your personal data. However, wherever it has been feasible to do so, and to be as helpful to you as possible, we have left information un-redacted.

[Some personal data has been omitted for the following reasons:

- [It is subject to legal privilege.]
- [It consists of a confidential reference given by us for employment purposes.]
- [It consists of records of intentions in relation to negotiations between us and you, disclosure of which we consider would be likely to prejudice those negotiations.]
- [It consists of health records and we consider that disclosure would be likely to cause serious harm to another person.]]

You have the right to correct the personal data that we hold about you or restrict the processing of your personal data under certain circumstances. You may also, under certain circumstances, have the right to object to the processing or to request erasure of your personal data.

You also have the right to make a complaint to the data protection supervisory authority in the UK, the Information Commissioner. For further information, see the Information Commissioner's Office website at <https://ico.org.uk/concerns/>.

Details relating to: the categories of personal data we process, the recipients of that data, safeguards that are in place in relation to transfers outside the EEA, retention periods, the source of the data and any automated decision making are all available in the relevant privacy notice and can be accessed on your website: [www.everest.co.uk/privacy](http://www.everest.co.uk/privacy)

Yours sincerely

<NAME OF SENDER>

## Appendix IV – Subject Access Request (SAR) Refusal

<ADDRESSEE>

<ADDRESS LINE 1>

<ADDRESS LINE 2>

<POSTCODE>

<DATE>

Our Reference:

Dear <NAME OF DATA SUBJECT>,

I am writing with regard to your request for access to personal data that we hold.

The law protects data controllers from requests which are manifestly unfounded, excessive, where the requester's identity cannot be verified, or where a person has requested data which does not belong to them.

We regret to inform you that on this occasion we have decided to refuse your request on the grounds that [the request is manifestly unfounded / excessive / we have been able to verify your identity / your request is too excessive for us to complete /, upon conducting a search of our systems, we have established we do not hold any data which relates to you, other than the what we have collected for the purpose of honouring this request.] <INSERT DETAILS>

If you feel your request has not been handled properly, you have the right to complain to the Information Commissioner's Office – please visit [www.ico.org](http://www.ico.org) for more details.

We understand you may be disappointed by this outcome, but please be assured your request has been handled through a strict management process and we will keep an anonymised record of the request in case you decide to take this process further and need to refer to it in future.

We consider the matter closed and you will receive no further contact from us – if you wish to contact us further, please quote the reference number at the top of this letter.

Yours sincerely

<NAME OF SENDER>