



**Redress Scotland
Subject Access Requests Procedure**

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1. WHAT IS A SUBJECT ACCESS REQUEST?

You have the right under Data Protection legislation to request a copy of any personal information held about you by Redress Scotland. A request for your own personal information is called a 'subject access request'.

2. HOW DO I REQUEST A COPY OF MY PERSONAL INFORMATION FROM REDRESS SCOTLAND?

If you would like to request a copy of the personal information Redress Scotland holds about you, please contact us by email at Information@redress.scot or by post using the address below:

Redress Scotland
PO Box 27177
GLASGOW
G2 9NL

Redress Scotland recommend you put your request in writing so we can be sure what you are asking for.

3. WHAT DO I NEED TO INCLUDE WHEN I CONTACT REDRESS SCOTLAND?

When contacting Redress Scotland to request a copy of your personal information, please include:

- your full name;
- your address, including postcode;
- your date of birth;
- your email address (if you would like us to communicate with you by email);
- full details of the information you are requesting;
- the method you would like Redress Scotland to use to provide you with the information you are requesting – by email or by post; and
- a telephone number in case Redress Scotland need to phone you to discuss your request.

Please be as clear as you can about what you are asking for as this will help Redress Scotland find the information you would like and will help us to respond to your request as quickly as possible.

4. DO I NEED TO PROVIDE PROOF OF IDENTITY TO REDRESS SCOTLAND?

Redress Scotland can only provide information to people who have confirmed their identity. We need to be certain of who we are responding to so that we don't send personal information to someone who is not entitled to it.

This means Redress Scotland will normally have to ask you to provide proof of your identification before we can provide you with the information you have requested.

Redress Scotland will normally ask you to provide two forms of proof of your identity (for example, a copy of your passport, driving licence, utility bill, railcard etc.). We will provide you with a list of identification we can accept when we contact you.

Redress Scotland will keep a copy of your identification documents for 90 days. These are held in a secure electronic folder that only authorised Redress Scotland staff have access to. Redress Scotland will securely destroy your identification documents and will contact you to tell you when we have destroyed them.

5. WHEN WILL I RECEIVE AN ACKNOWLEDGMENT FROM REDRESS SCOTLAND?

Redress Scotland will check to make sure we have enough information from you in order to respond to your request. We will send you a letter within 3 working days of receiving your request to confirm we have received it. If we don't have enough information to respond to your request, we will ask you to clarify what you have asked us for.

If necessary, Redress Scotland will ask for copies of your identification at this stage. We will also ask you if you want to receive the information by email or by post if you did not make this clear in your request.

6. WHEN WILL I RECEIVE A RESPONSE TO MY REQUEST FROM REDRESS SCOTLAND?

Redress Scotland aims to provide information whenever possible. In all cases, you should receive a response from us within one calendar month of either:

- the date Redress Scotland received your subject access request; or
- if Redress Scotland had to contact you for further information, the date in which you gave us this information so we could handle your request.

Where a request is complex, Redress Scotland can take an extra 2 months to complete the request but we will inform you within one calendar month if an extension is required. Examples of complex requests are often those involving information on multiple people, and/or where the information is held in different places and needs to be identified and pulled together.

If Redress Scotland cannot provide all the information within one month, we will send you what we can within one month with the rest to follow. We will contact you to ask if you would prefer to receive the information in this way or if you would prefer to wait until it is all ready to send to you.

7. WHAT HAPPENS IF I ASK FOR INFORMATION WHICH REDRESS SCOTLAND CANNOT PROVIDE?

Redress Scotland cannot provide information that is held by other organisations and not by Redress Scotland. If you request information we cannot provide, we will explain which organisation you should contact to make your request.

If the information you are requesting about yourself contains details of another

person or third party, Redress Scotland may have to redact information. Redacting information means removing any information which cannot be shared. If Redress Scotland cannot share any information, we will explain the reasons.

8. HOW MUCH DOES A SUBJECT ACCESS REQUEST COST?

In most cases, Redress Scotland will provide the information to you free of charge.

If you make a repeated request, or if your request is excessive or manifestly unfounded then Redress Scotland can charge you a reasonable fee to cover the administrative costs of providing the information, or alternatively we may refuse to action your request. However this is rare and we will make every effort to provide you with the information you have requested.

9. WHAT CAN I DO IF I THINK INFORMATION REDRESS SCOTLAND HOLDS ABOUT ME IS INCORRECT?

You should contact Redress Scotland if you received a copy of your personal information and you think:

- the information is incorrect or out of date;
- Redress Scotland should no longer be holding that information;
- Redress Scotland are using your information for a purpose of which you were unaware; or
- Redress Scotland may have passed inaccurate information about you to someone else.

You can tell Redress Scotland what you think needs to be changed by contacting us at Information@redress.scot or by post:

Redress Scotland
PO Box 27177
GLASGOW
G2 9NL

Redress Scotland will consider your request and contact you to confirm what action, if any, we need to take.

10. CAN I MAKE A REQUEST ON BEHALF OF SOMEONE ELSE?

Redress Scotland will need proof that you are authorised to act on behalf of the person. The proof we will need depends on the nature of the relationship you have with the person we hold the information about:

- if you are solicitor, we normally require a written request on your company headed paper, which confirms that you act for the person and are authorised to receive the information requested. In some cases a signed mandate may also be required; or

- if you are a friend or relative, we will need a statement from the person confirming they give their permission for you to make this request and receive their personal information.

Redress Scotland may also request proof of identity of the person who the data belongs to. We may also contact the person directly to double check that you are acting on their behalf.

Once we are sure that you represent the person we will deal with the subject access request as described in this document.

11. WHAT IF I HAVE QUESTIONS ABOUT THE INFORMATION I RECEIVE?

Please contact Redress Scotland if you have any questions about the information we have sent you using the following contact details:

Email: Information@redress.scot

Post:

Redress Scotland
PO Box 27177
GLASGOW
G2 9NL

Telephone: 0300 244 9090

12. WHAT IF I AM UNHAPPY WITH THE RESPONSE I RECEIVE FROM REDRESS SCOTLAND?

If you are unhappy with the response you receive from Redress Scotland, you can ask for a review if you request the review:

- within 40 working days of receiving the response from Redress Scotland; or
- within 40 working days of the date the original response was due from Redress Scotland.

13. WHAT DO I NEED TO INCLUDE IN MY REQUEST FOR A REVIEW?

Please explain why you are unhappy with the response you received from Redress Scotland. Please send your request for a review to Information@redress.scot or by post to:

Redress Scotland
PO Box 27177
GLASGOW
G2 9NL

A member of the Redress Scotland team, who did not deal with your request, will investigate how it was dealt with. They will respond to you within 20 working days with the outcome of their investigation.

14. WHAT IF I AM STILL UNHAPPY WHEN I RECEIVE MY REVIEW RESPONSE?

If you are still unhappy with the way Redress Scotland has dealt with your request for information, or how we have handled your personal information, you may wish to raise your concerns with the Scottish Information Commissioner.

You can find more information about the Scottish Information Commissioner at www.ico.org.uk.

You can contact the Scottish Information Commissioner using the details below:

The Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 546 4610

15. VERSION CONTROL

Version	Date	Purpose
V0.1	6 December 2021	First publication – to be reviewed