



**Subject Access Request  
(SAR)  
Standard Operating  
Procedure (SOP)**

## Introduction

Under the General Data Protection Regulations (GDPR) a data subject is entitled to access to their personal data (Article 15, GDPR). This standard operating procedure provides details about how service users and staff can make requests for their personal, the time it takes to process a subject access request (SAR) and other details regarding our SAR procedure.

### Submitting your request

A data subject does not have to cite the GDPR or the Data Protection Acts when a submission is made seeking access to their data. There is no specific way in which a data subject is required to make an access request. It can be in the following ways:

1. By e-mail to member of staff or the Data Protection Officer.
2. Orally on the phone or in person to a staff member
3. In writing by letter or post-it. A data subjects name and contact details are required.
4. On social media channels.
5. Through a local councillor/public representative. A consent form must be provided that the local councillor/public representative has been nominated to request personal data on your behalf.

### File Retrieval



GCC has number of sections and personal data may be contained within a number of these sections. If you are requesting your personal data, please specify which section or sections that you wish to access your personal data from when making your SAR request.

### Valid ID



When submitting a SAR request, you should provide valid identification. An ID should be certified by An Garda Siochana, a doctor, a Commissioner for Oaths. In some applications, a housing ID and PPS number will be sufficient forms of identification.

### Time limits

GCC has 30-days to provide you with your personal data. This is from the date that your identification has been validated. An extension of time can be applied where the data is complex and voluminous. We will inform you in writing where an extension of time is being sought.



### Release

After reviewing the records, redactions may apply to data where the release of the data may impact on the privacy rights of third parties. You will be provided an outcome letter, your personal records, a schedule explaining the redactions and the pages where each redaction can be found.



### Post release queries



If you are dissatisfied with the outcome of your Subject Access Request or seeking advice on the restrictions applied, you can contact the Data Protection Officer at [dpo@galwaycity.ie](mailto:dpo@galwaycity.ie). A review will be conducted of your file to determine whether the issue(s) can be resolved.

### Complaints to DPC



If you are dissatisfied with the post release queries or the data you received in your subject access request, you have the right to complain to the Data Protection Commission at 21 Fitzwilliam Square South, Dublin 2, D02 RD28, [info@dataprotection.ie](mailto:info@dataprotection.ie), [www.dataprotection.ie](http://www.dataprotection.ie), +353 (0)761 104 800, +353 (0)57 868 4800