Subject Access Requests – Staff Files Process

Requests made by staff for access to their staff files must be made in writing and are managed by the Information Governance Department.

All information relating to individual Subject Access Requests (SAR) should be filed electronically by name of requestor, and held within the SAR file, under Staff Access Requests. Requests will also be added to the SAR Staff Access Request log. All requests should be responded to within 30 days.

- Upon receipt of request, the written request should be scanned and electronically filed under the requesing staff member's name.

- All documentation from this point should be saved for future reference, including emails, letters, forms, and phone call logs.

- Requests should be entered onto the SAR staff log with date.

- Requests should be forwarded to the member of staff's line manager by email, requesting that the staff file be sent to the Information Governance Department as soon as possible.

- If the file has not been received within 10 days a further email should be sent reminding the manager of the 30 timescale and how many days remain.

- If documents not received refer request to senior manager.

- All files should be sent directly to Information Governance for review and if necessary, Information Governance staff member will contact a senior member of Human Resources Department for advice.

- If redactions are necessary advice/guidance can be sought from the Information Governance Department.

- If redactions are made or information is withheld, a letter should be sent to the applicant explaining what has been removed and why.

Template Letters

- Acknowledgement (only) letter.
- Acknowledgement/Request for further information (completion of form) letter.
- Covering letter providing information