

Subject Access Response - Refusal to Provide Personal Information/ Request for Further Information

[Note: This response has been drafted in letter format. If the request has been made by email you must respond by email unless the data subject has requested you respond in a different format]

[Name and address of individual making request]

[Date of this response]

Dear **[insert name of individual]**

Thank you for your [letter **OR** email **OR** telephone call] requesting access to your personal data, which we received on **[insert date]**.

You will recall you asked for **[confirm what precisely was requested]**.

Unfortunately, we are unable to comply with your request [for **[identify information requested which will not be disclosed]**]. The reason[s] for this [is **OR** are]:

1. We do not hold any personal data about you **AND/OR** The information you have requested does not constitute 'personal data' and as such is outside the scope of the General Data Protection Regulation (Regulation (EU) 2016/679) (the **GDPR**).

OR

2. Your request includes a request for information relating to **[someone else]** and it is not reasonable for us to disclose that information to you in light of our duties of confidentiality to that other person. If you are making this request on behalf of **[someone else]**, please also provide us with written confirmation of how you are authorised to make this request on their behalf, or ask them to contact us directly with this information.

OR

3. We need additional information to satisfy ourselves as to your identity. Please therefore provide **[a certified copy of your driving licence or passport, plus a utility bill or other proof of address]** so that we can confirm you are entitled to receive the information requested. Alternatively, please contact us at **[insert contact details of your Data Protection Officer or the relevant person or department]** so that we can discuss this. We hope you will appreciate that we need to make reasonable enquiries as to the identity of the person making this request so as to comply with our obligations under data protection legislation.

OR

4. Your request does not contain enough information to enable us to locate the personal data requested. In particular, please could you confirm the following: **[set out what additional information is needed—e.g. clarification as to the period of time covered by the request or the entities covered]**.

AND (apply where using drafting in sections 2 to 4 above)

5. [Once we have received the clarification[s] requested above from you, we will be happy to process your request in accordance with applicable law. Please note that the one month statutory time limit for complying with your request will not begin to run until you have addressed these outstanding matters.]

OR

6. We believe your request is [manifestly [unfounded]/[excessive] because **[insert reasons]**].

AND

[In light of this we are not obliged to comply with your request under data protection legislation.]

OR (where using drafting in section 6)

[In these circumstances we are permitted under data protection legislation to charge a fee in connection with the administrative cost of providing you with this information. Accordingly, please send a cheque made payable to **[organisation]** to the address at the bottom of this letter for £**[amount]** and we will process your request within one month of receipt of the cheque.

OR

7. As your request is particularly [complex] / [numerous] due to [insert rationale] we will require an additional **[insert time frame no more than three months from receiving the request]** in accordance with our right to use an extension under data protection legislation. We should therefore be able to respond to your request by **[insert date]**.

OR

8. We are not obliged to comply with your request under the data protection legislation as the following exemption(s) [apply][applies]: **[insert detail of the applicable exemption(s), eg exemption for crime and taxation, regulatory activities, journalism literature and art, publicly available information or miscellaneous exemptions such as legal privilege]**
9. If you have any concerns about the way that **[name of organisation]** is handling your information then please write to us at **[details of your Data Protection Officer or relevant person or department]** providing as much information as possible about your concerns and including all necessary evidence and we will do our best to try and resolve your information rights concern. This is in addition to your right to contact the Information Commissioners Office if you are unsatisfied with our response to any issues you raise at <https://ico.org.uk/concerns> or call 0303 123 1113.

Please do not hesitate to contact me if you would like to discuss any of the matters referred to above.

Yours sincerely

[insert name]