



Christ Church Cathedral

Data Subject Rights Procedure

Introduction

The purpose of this procedure is to set out the steps required to respond to a Subject Access Request (SAR). Christ Church Cathedral may receive a subject access request from a variety of Data Subjects e.g., former, current, and potential employees, customers, suppliers, visitors and/or business contacts.

The timeline for responding to a subject access request is **one month** from time of verified receipt of the request. The rights of data subjects to submit a subject access request is prescribed in the data protection legislation, namely Articles 15-23 GDPR and the relevant Data Protection Acts. Please refer to our **Data Protection Policy** for more information.

This procedure should be read in conjunction with our **Data Subject Rights Policy**. A list of the following forms / letters is attached in the **Appendix** section.

The following is a list of documents that will assist in preparing a response to a subject access request.

Appendix #	Title of Document
1	Subject access request form
2	What is personal data (a guide to assist identifying personal data)
3	Third party details disclosure chart
4	Cover letter details for completed subject access request
5	Subject access request response process (operational)
6	Subject access request response process (high level)
7	Letters (a) acknowledgement letter, (b) request for further information, (c) identity verification, (d) letter of refusal
8	SAR log
9	Restrictions to a SAR
10	Contact details for Manager responsible for data protection (who oversees subject access requests)

Subject Access Request Recognition

All relevant employees must be familiar with subject access requests so that they can recognise when one has been received. Subject access requests may be received verbally or in writing.

Subject access requests in writing may not always include the words 'subject access request' and the organisation cannot demand that a subject access request form is completed in order to process the request. A subject access request could be requested during a meeting, phone call, written letter, fax, email, a message or post via Christ Church Cathedral's social media channels e.g., a tweet or a Facebook/Meta post.



A data subject may submit a subject access request to any employee.

Subject Access Request Reporting and Recording

You must notify the person responsible for data protection (Appendix 8) as soon as you receive a subject access request by contacting them as soon as you receive it. The person responsible for data protection is responsible for administering the subject access request and will track its progress. They are also responsible for administering the subject access request to completion within the one-month timeframe.

Subject Access Request Assessment

Christ Church Cathedral must satisfy itself that it has enough information to respond to a subject access request. This involves:

Identifying the data subject i.e., Identity Verification

As part of its responsibilities to protect personal data Christ Church Cathedral must be sure it knows who it's dealing with before releasing any personal data. If Christ Church Cathedral is not satisfied that it has sufficient information to identify the individual (i.e., data subject) who submitted the subject access request they are entitled to ask for additional identity documentation (see section 6). If the individual fails to respond to that request, it may be a cause not to complete the subject access request. Please refer to the person responsible for data protection in those instances.

Ascertaining what information is required

Christ Church Cathedral is entitled to ask the data subject for more information such as dates, timelines, etc so that they can narrow its scope. While the data subject does not always have to provide this information, there are some instances where it must be requested in order to be able to fulfil the subject access request e.g., CCTV footage cannot be identified without date and time details. Refer to the subject access request form in Appendix 1 for more information. If the information requested in the subject access request form has not been provided by the data subject, the data subject can be asked to provide the information as detailed in the form either in writing or over the phone.

It is important to note that completion of the form is not a mandatory requirement for submitting a subject access request.

Recital 63 states *'Where the controller processes a large quantity of information concerning the data subject, the controller should be able to request that, before the information is delivered, the data subject specify the information or processing activities to which the request relates'*.



What is Personal Data?

Personal data is data that relates to a living individual, which allows that person to be directly or indirectly identified. For more information about what is defined as personal data please refer to the **Data Subject Rights Policy** document.

Generally, a subject access request response should not include personal data relating to another data subject, refer to the decision tree in Appendix 3 for more information. If data includes subjective information about an individual this must be included.

Identifying the data subject

Before disclosing any information, the identity of the data subject must be verified.

In responding to requests for information we must be sure we know who we are dealing with before we release any personal data. This measure is in place to protect the personal data of data subjects and forms part of our obligations under data protection law.

Verification will involve taking reasonable measures to establish the identity of the data subject and is not designed to be obstructive. This includes requesting one valid form of identity e.g., current driver's licence or in-date passport. If the individual fails to respond to the request for ID verification, and you cannot verify the identity of the Requestor from any other means then it may be a cause not to complete the subject access request. If this occurs, please notify the person responsible for data protection and/or seek expert advice.

The following 3-step verification process should be followed when a request is received:

Step 1

Has the required ID been received and verified by sight?

Yes – proceed with acknowledgement letter Appendix 6 (a) below and proceed with compilation of data.

No – proceed to step 2.

Step 2

Proof of Identification must be requested Appendix 6 (c) or refusal letter sent-see Appendix 6 (d) below.

Step 3

Has all the required information been received in order to proceed with the validated request?

Yes – Proceed to data gathering (section 7 below)

No – Send letter Appendix 6 (b)

Gathering Information

All manual (paper copies) and electronic files (computer files/folders, emails, CCTV images, logs) should be searched where appropriate when collating data in response to a subject access request.



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Subject Access Request Response Process

Once the subject access request has been verified and the information gathering is complete, the data should be collated in a file and emailed or posted to the data subject. Where files are sent by email, they should be sent using appropriate security measures (i.e., password protected files). The data should be accompanied by a subject access request response cover letter, a template for which is set out in Appendix 4. The response process is set out in Appendix 5.

Where a request is received by electronic means, and unless otherwise requested by the data subject, the information should be returned in a commonly used electronic form.

SAR Log

Records of requests should be recorded, the purpose of which is to monitor such requests and ensure that they are actioned in line with our obligations under Articles 15-23 GDPR. See Appendix 8 for a copy of the template.

Fees

Data Subjects cannot be charged for subject access requests unless it is a request for further copies in which case the fee charged must be a reasonable administrative cost. A record of fees charged, and their justification must be maintained.

Subject Access Requests made on behalf of others

A subject access request can be made by a third party (e.g., solicitor) on behalf of the data subject. The request can be complied with once the third party provides a letter of authorisation from the data subject and the identity of the third party has been verified. A copy of which should be held on file.

Timescales & Delays

The legislation allows for a very limited set of circumstances where a subject access request can be responded to outside of the one-month timeframe. The response timescale may be extended by up to a further two months for complex queries or where a high volume of requests is received. Data subjects must be informed of any such delays within one month of the request. They must also be informed of the reason(s) for the delay. Extensions to this deadline must be approved in advance by the person responsible for data protection.

Refusals

Similar to response delays, there are a very limited set of reasons why a subject access request can be refused. These reasons are set out in Appendix 9. Where a decision is taken to refuse an access request, the reason should be carefully considered. It should be explained to the Data Subject as to why their request is being refused (i.e., the particular restriction as listed in Appendix 9 must be identified). In all cases refusal decisions must be made and documented by the person responsible for data protection.



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Document Reviews

This procedure will be reviewed and updated annually or more frequently, if necessary, to ensure that any changes are properly reflected in the procedure.

Version Control

Name of Document	Subject Access Request Procedure	Last Reviewed	-
Version Number	V1	Next Review	February 2025
Date Issued	February 2024	Document Owner	HR Manager

Document History

Date	Current Version	Details of update	New Version	Completed by:



Appendix 1 Subject Access Request Form

Christ Church Cathedral as a 'data controller' is aware of its data protection obligations. You as a 'data subject' are entitled to ask for a copy of your personal data. As part of our responsibility to protect your data we may need to ask additional security questions to complete this request. You can generally expect a response to your subject access request within 30 calendar days unless otherwise notified.

Full name		
I am a (in relation to Christ Church Cathedral, tick who best describes you as a data subject)	Employee	<input type="checkbox"/>
	Client (corporate)	<input type="checkbox"/>
	Parishioner	<input type="checkbox"/>
	Volunteer	
	Visitor	<input type="checkbox"/>
	Supplier	<input type="checkbox"/>
	Other	<input type="checkbox"/>
Email		
Tel		
Please describe what personal data you require?	HR data (if current, past, potential employee)	<input type="checkbox"/>
	Client data (if corporate client)	<input type="checkbox"/>
	Volunteer (if current, past, potential)	
	Visitor data (if visitor)	<input type="checkbox"/>
	Supplier data (if supplier)	<input type="checkbox"/>
	Other (Please insert details)	<input type="checkbox"/>
Help us to locate the data by giving us the date range	From:	To:

**Signed
(Data
Subject/Requestor)**

Print Name

Date



We may need to validate your identity before we respond to your request. We will let you know if we need to do so. If yes, we will ask to see an official ID document such as your passport or driving licence. We just need to see it, we will then note it in our file. We do not retain copies of your identification.

For Office Use Only

Please answer	Yes	No
Is this a verified validated request for personal data?	<input type="checkbox"/>	<input type="checkbox"/>
Is more information required from data subject?	<input type="checkbox"/>	<input type="checkbox"/>
Is the request manifestly unfounded or excessive?	<input type="checkbox"/>	<input type="checkbox"/>
If you refuse this request, what are the reasons for your refusal?		
Has the data been successfully retrieved?	<input type="checkbox"/>	<input type="checkbox"/>
Are third parties captured by the data?	<input type="checkbox"/>	<input type="checkbox"/>
Is Redaction/Editing required?	<input type="checkbox"/>	<input type="checkbox"/>
Will providing the data adversely affect the rights and freedoms of others? *	<input type="checkbox"/>	<input type="checkbox"/>
Does legal privilege apply? *	<input type="checkbox"/>	<input type="checkbox"/>

*If yes, please document in detail why this is the case and keep on file with this form.

Approval Process

Approved by:

Signed _____

Job Title _____

PRINT NAME _____

Date _____

Requires Senior Manager approval:

Signed _____

Job Title _____

PRINT NAME _____

Date _____



Appendix 2: What Is Personal Data

The following 8 questions will help to determine whether data is personal data:

1) Identifiable

Does the information enable a person to identify someone either when that information is on its own or when it is combined with other information? Note: in most cases name alone is sufficient to identify someone.

Yes – Move to next question.

No – Not personal data.

Unsure – Read on.

Where identifiers in a set of data have been removed, the directive only considers this to be personal data if the data can be reconstructed by a person who may be determined to do so. If a decision is made that data is deconstructed sufficiently to make data subjects unidentifiable, that decision should be reviewed regularly as new reconstruction technologies become available.

EXAMPLES

The following are examples of statements that provide identifiable information:

- **Direct** 'His name is Jo Blog'
- **Indirect** 'The man living at No. 1 The Street is employed as chief financial officer at the ABC Bank'

2) 'Relate to'

Does the data relate to a living identifiable individual?

Yes – The data is personal data.

No – Not personal data.

Unsure – Read on.



EXAMPLES

- A property register which records house sale values **does not relate** to an individual.
- An organisation's record of an employee's performance clearly **relates to** the individual.

3) Data 'obviously about' an individual

Yes – The data is personal data.

No – Move to next question.

Records about an individual e.g., medical history, criminal records, performance reviews are obviously about that individual. Not all records are that obvious. For instance, bank statement and phone records do not make it clear about who is operating the account/phone and therefore whether the data displayed is about the individual in question.

In these situations, it should be determined whether the data could be used to; learn, record or decide something about an individual. Or as part of processing is it possible to; learn or record something about the person, or have an impact on the individual?

EXAMPLES

- A record of a person's criminal history is obviously about that person.
- A vague description which could be any number of people is not obviously about a single individual e.g., 'the man in a large housing estate who owns a dog'.

4) Data linked to an individual

Is the data linked to an individual, so it provides information about that individual?

Yes – The data is personal data.

No – Move to next question.



EXAMPLES

- The statement 'The salary for the advertised role of CCO is €150,000' cannot be linked to an individual.
- Once the role is filled the following statement becomes personal data because it can be linked to an individual 'Our CCO earns €150,000'.

5) The purpose of processing

Is the data used or will it be used to inform or influence actions or decisions affecting an identifiable individual?

Yes – The data is personal data.

No – Move to next question.

EXAMPLES

- A photograph of a shop front taken for the shop website inadvertently captures passers-by. This is not deemed to be personal data.
- However, if the gardai spot a person of interest in the photograph and approach the shop for further details then the purpose of the data has changed, and it has become personal data.

6) Biographical Significance

Yes – The data is personal data

No – Move to next question

Unsure – Move to next question

EXAMPLES

- A copy of an email invite to a person **does not have biographical significance**.
- Meeting minutes which list that person as an attendee **does have biographical significance** because it identifies them in a certain place at a particular time.

7) Does this information concentrate on the individual?

Yes – The data is personal data



No – Move to next question

Unsure – Move to next question

EXAMPLES

- A meeting of interviewers which is used to discuss several candidates does not focus information on a single individual.
- A meeting of a manager with HR to discuss disciplinary action against one employee does concentrate on an individual.

Note: data that does not concentrate on an individual may still be personal data depending on whether it falls under a previous definition.

8) Processing that has an impact on individuals

Yes – The data is personal data

No – Data is unlikely to be personal data

Information gathered for one purpose e.g., fitting GPS in taxis to track the fleet could easily be used to locate an individual taxi driver and this is personal data.

EXAMPLES

- Statistical data taken from a machine in a production setting which is used to measure the efficiency of the machine is not personal data.
- If the same data is used to measure the productivity of the individual operating the machine which in turn may impact their annual salary this will become personal data.

Supplementary Information

- ✓ Personal data about more than one individual, e.g., recording emergency contact details for an individual involves data of more than one data subject.
- ✓ A complaint is considered personal data if the sender or recipient are individuals (i.e., rather than organisation to organisation).



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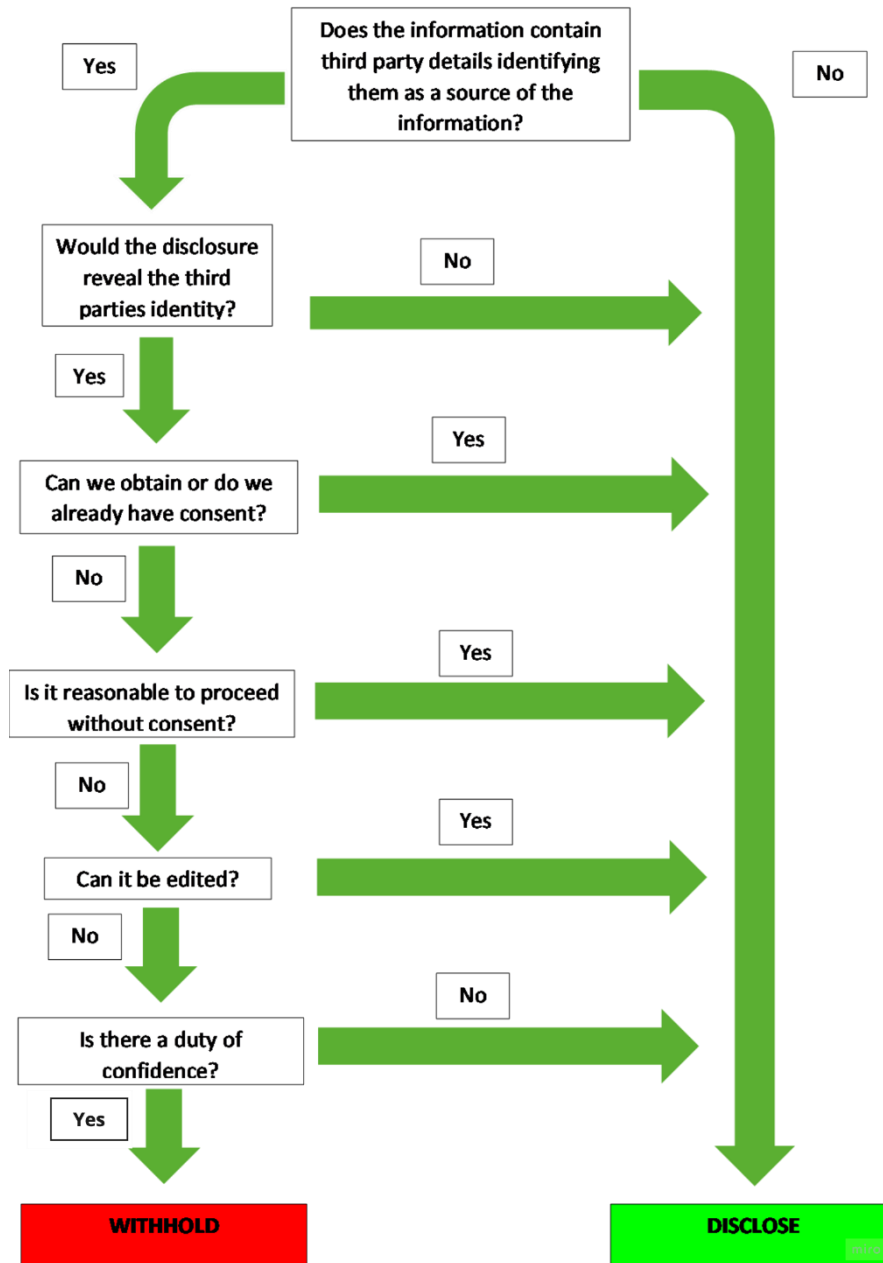
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- ✓ Information anonymised: Where an organisation holds data which cannot be linked to an individual this is not considered personal data even if another organisation exists which could conceivably link the data to individuals, as long as that link is kept confidential.
- ✓ Disclosing information which may be linked to individuals. This may be a consideration for an organisation subject to an FOI (freedom of information requests). Data released which can be linked to an identifiable person is considered personal data.



Appendix 3: Third Party Details Disclosure Chart



Appendix 4: Cover Letter Details for Completed SUBJECT ACCESS REQUEST



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Dear [Data Subject Name]

Thank you for your [letter/email/] dated [date] received on [date] requesting information about [subject/your account/your records at Company Name/your order].

We have now processed your Subject Access Request and can confirm the following:

[Confirm whether personal data about them is being processed and the categories being processed e.g. name, DOB etc]

[If data was found, acknowledge this and attach a copy, if not, provide explanation of how data was sourced]

The personal data processed includes the following details:

[purpose of processing]

[categories of data processed]

[Who data will/was transferred or disclosed to]

[Envisaged data retention periods]

[Existence of the following rights]

- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to object
- Right to lodge a complaint with the supervisory authority.

[Existence of automated decision making (including profiling) if applicable – to include meaningful information about the logic involved as well as the significance and envisaged consequences of such processing]

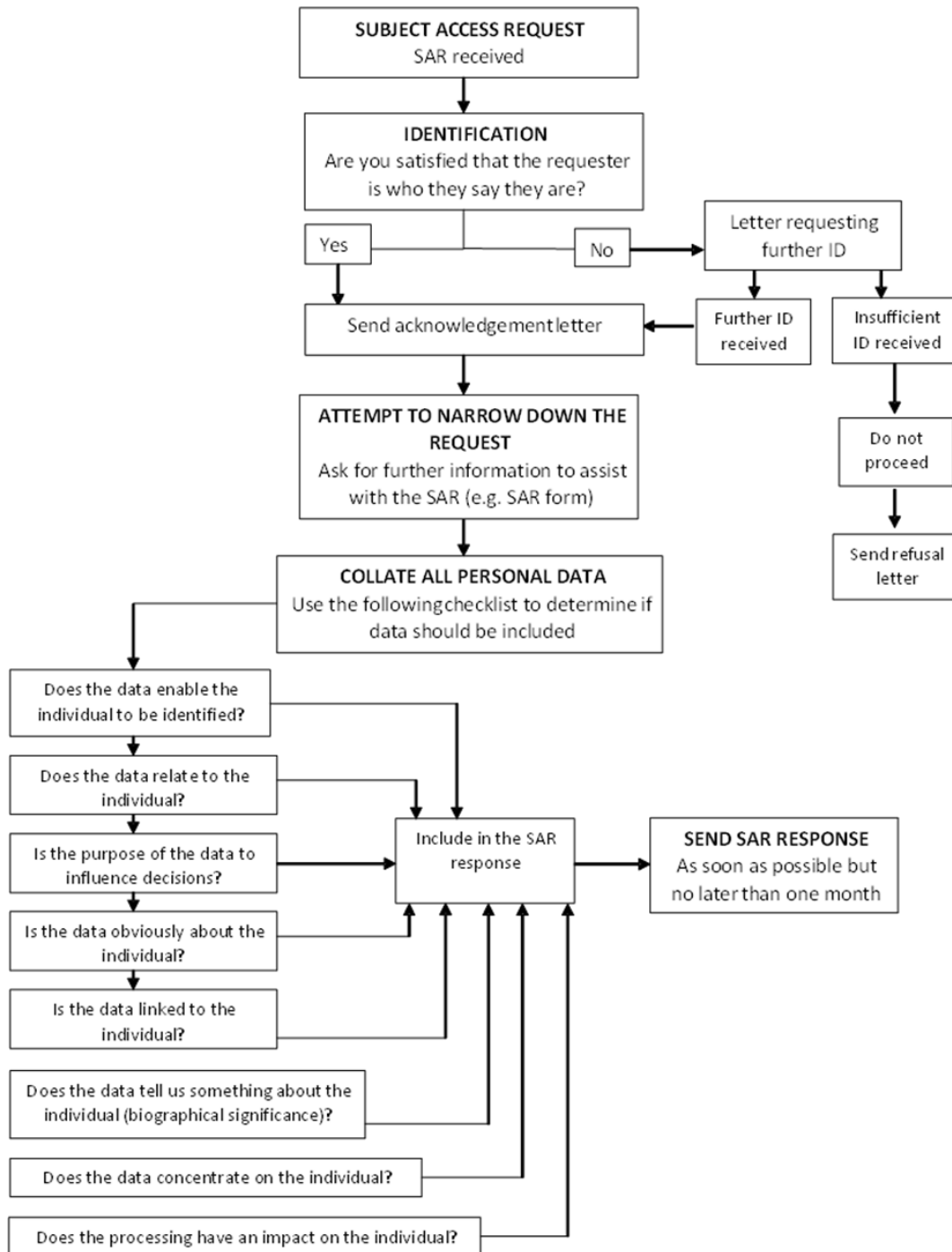
[If data is transferred to a third country or to an international organisation, the safeguards in place]

Yours Sincerely

[Name]

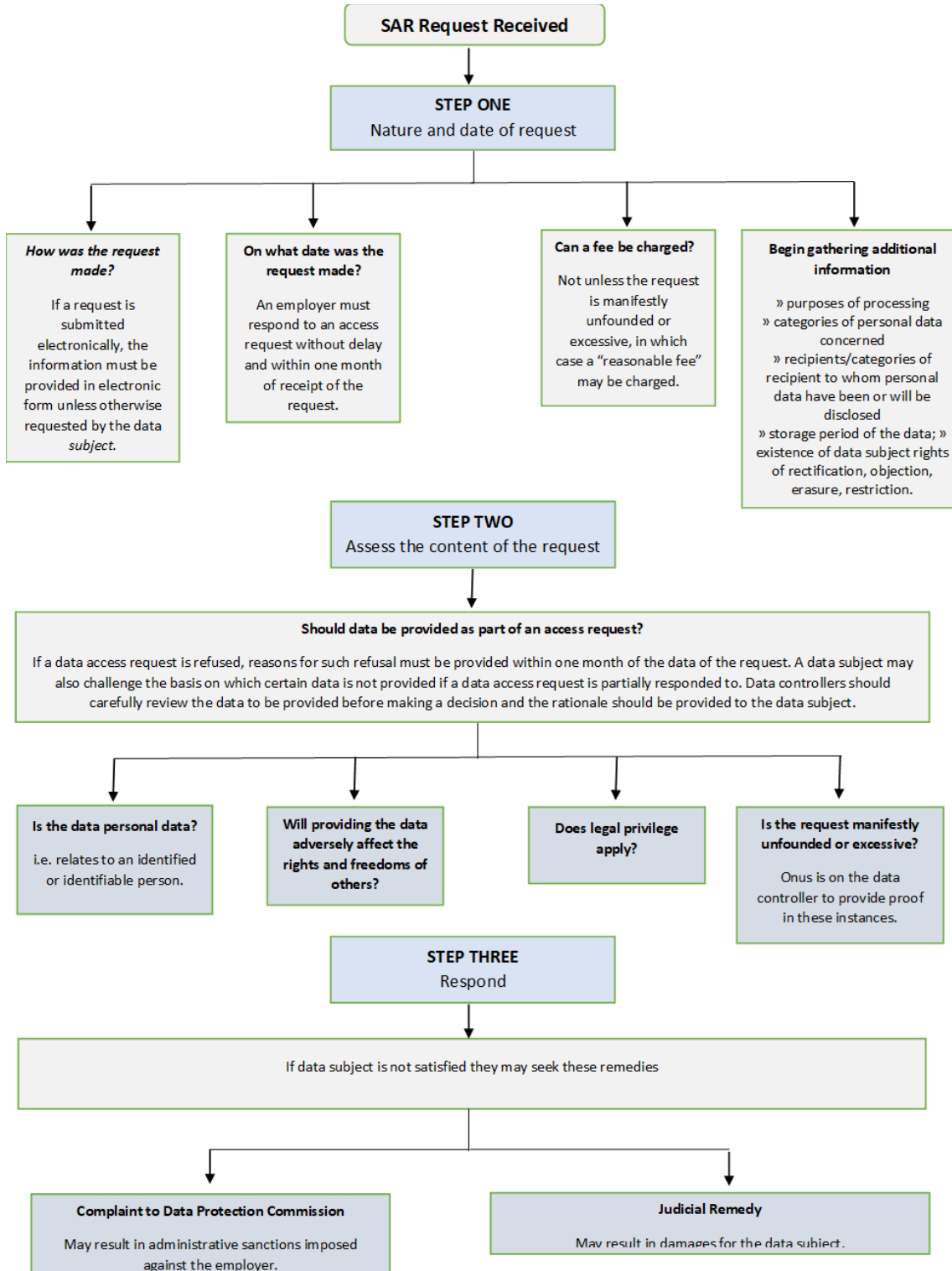


Appendix 5: Subject Access Request Process Map (operational)





Appendix 6: Subject Access Request Process Map (high level)





Appendix 7: Letters

(a) Acknowledgement letter

Dear [Name]

Thank you for your [letter/email/completed SUBJECT ACCESS REQUEST Form for Employees] dated [date] received on [date] requesting information about [subject/your account/your records at Company Name/your order]. I am writing to let you know that we have received your request and will process it as soon as possible, and certainly within one month of the day we received the request. You will hear back from us by [calculate date = + 30 calendar days] at the latest.

Yours Sincerely

[Name]

(b) Request for further information about the SUBJECT ACCESS REQUEST

Dear [Name]

Thank you for your [letter/email/] dated [date] received on [date] requesting information about [subject/your account/your records at Company Name/your order].

So that we can process your request we need some more information. Information that will help us answer your request includes the type of information in which you are interested (for example your performance/holiday record/order details), and the areas of the organisation you believe may hold relevant information. Any further information you can supply will also assist us in answering your request. We intend to instruct the following areas to search but further information is needed if this does not cover everything:

- HR
- Client Records

I look forward to receiving confirmation that you wish to proceed with this request.

Yours Sincerely

[Name]



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(c) Identity Verification

Dear [Name]

Thank you for your [letter/email/] dated [date] received on [date] requesting information about [subject/your account/your records at Company Name/your order].

So that we can process your request we are obliged to first verify your identity. Therefore, I would be grateful if you could forward a copy of your driver's licence or passport along with an original signed instruction of your request. This request should detail the type of information in which you are interested (for example your performance/holiday record/order details), and the areas of the organisation you believe may hold relevant information.

Any further information you can supply will also assist us in answering your request. Once we receive this information, we will be happy to assist you with your request. I look forward to receiving confirmation that you wish to proceed with this request.

Yours Sincerely

[Name]

(d) Letter of Refusal

Dear [Data Subject Name]

Thank you for your [letter/email/completed SUBJECT ACCESS REQUEST] Form dated [date] received on [date] requesting information about [subject/your account/your records held by the organisation/your order].

We regret that we cannot provide the information you requested. This is because [explanation where appropriate]

Yours Sincerely

[Name]



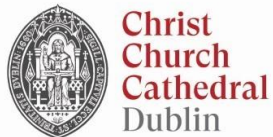
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Appendix 8 – SAR Log

Document #																				
Issue #	Requestor Details					Right to:							Date Received	Received By	Date Due (1 month timeline)	Date Completed	Approved By	Completed within set time		
	Name	Address	Tel	Email	ID Verified Y/N	Access data	Rectification	Erasure	Restrict Processing	Data Portability	Object						Yes	No	If No , Explain	



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Appendix 9: Restrictions to a SAR

Under Article 23 GDPR, a data subject rights request may be restricted in order to safeguard:

- a) National security
- b) Defence &
- c) Public security
- d) the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security.
- e) other important objectives of general public interest of the Union or of a Member State, in particular an important economic or financial interest of the Union or of a Member State, including monetary, budgetary and taxation matters, public health and social security.
- f) the protection of judicial independence and judicial proceedings.
- g) the prevention, investigation, detection and prosecution of breaches of ethics for regulated professions.
- h) a monitoring, inspection or regulatory function connected, even occasionally, to the exercise of official authority in the cases referred to in points (a) to (e) and (g).
- i) the protection of the data subject or the rights and freedoms of others.
- j) the enforcement of civil law claims.

In addition, exceptions to a SAR response are set out in the Data Protection Act 2018 under the following sections:



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- a) Section 43: processing for the purpose of exercising the right to freedom of expression and information, including processing for journalistic purposes or for the purposes of academic, artistic or literary expression.
- b) Section 59: processing for election purposes.
- c) Section 60: processing for important objectives of general public interest (e.g. to exercise or defend a legal claim or in relation to opinions given in confidence).
- d) Section 61: processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.
- e) Section 68: processing of health data under the relevant legislation.
- f) Section 94: where it is necessary and proportionate for law enforcement purposes.
- g) Section 158: where it is necessary and proportionate to safeguard judicial independence and court proceedings.
- h) Section 162: processing related to legal advice, privileged communications, or court orders.

Appendix 10: Contact Details – Subject Access Request

Name	Human Resources Manager
Email	HR@christchurch.ie