

PRACTICAL GUIDE FOR UK ORGANISATIONS

Received a DSAR?

Practical response for organisations

Secure the deadline. Make the right first decisions. Know when to get specialist help.

STEP BY STEP GUIDE

Most DSARs must be dealt with without undue delay and within one month. Assign responsibility and act promptly.

1

Log it and set the deadline

Record when the request arrived, who is dealing with it and when the response is due. Send an prompt response back to the requester acknowledging receipt of request.

2

Check identity and authority

Only ask for evidence of identity where it is necessary, and keep what you ask for proportionate. Anyone over the age of 12 can also request their own information.

3

Clarify only if needed

Ask early if the request is unclear or you hold substantial information. Explain why; the clock may pause and resumes after clarification arrives.

4

Plan the search

Identify likely systems, custodians, date ranges and search terms. Record why the search is reasonable and proportionate.

5

Review and disclose securely

Provide the requester's personal data together with the required supplementary information such as privacy policies. Use a clear and accessible format, send the response securely and keep a dated record of what was provided.

AT A GLANCE

ONE MONTH

The usual maximum period for responding to a DSAR.

UP TO TWO FURTHER MONTHS

The response period may be extended where the request is complex or the individual has made a number of requests.

GET HELP EARLY IF

- employment or grievance dispute
- high volume or multiple systems
- third-party data, privilege or exemptions
- deadline already at risk

Record the reasons for each key decision.

Need help with a live DSAR?

WDPS provides solicitor-led support from strategy and scoping through document review, redaction and the final response.