

## Subject Access Requests (SAR)

This procedure will apply to CommUNITY Barnet and all its subsidiary organisations including Healthwatch Barnet, Healthwatch Brent, Healthwatch Newham, Volunteer Centre, and Wellbeing Hub; which will be collectively referred to in this page as CommUNITY Barnet.

Under the General Data Protection Regulations (GDPR) you have the right to make a request for a copy of the personal data that we hold about you, and organisations must provide a copy of the information free of charge, however a 'reasonable fee' can be charged if a request is manifestly unfounded or excessive.

### Before you submit a Request

If you have a concern or you are unhappy about something, we would like to address this with you. You can do so by calling us on 020 8364 8400 to speak to the relevant member of staff who will try their best to resolve the issue.

If you still wish to submit a request, you can find the process to do so below.

### Subject Access Requests process:

- Once a request is received, we will acknowledge receipt within 5 working days.
- We will always try to help you with your request however we can refuse a request if:
  - we believe doing so would have a negative effect on others
  - the law prevents us
  - the request is repetitive
  - you do not have the right to ask for the information
  - the request is, as the law says, manifestly unfounded or excessive
- You will receive a response from us **within one month** from the date of the request, and if the request is refused we will explain why we believe we do not have to fulfil the request.

### Submitting a request:

Subject Access Requests must be made in writing to:  
CommUNITY Barnet, Barnet House, First Floor, 1255 High Rd, London  
N20 0EJ

Subject Access Requests should include your name, contact details and any other details, dates and relevant information that will help us identify you and should clearly state what information you're looking for.

Please note that we will only be able to deal with your request once, we have all the information required and we are able to verify your identity. We will only release information if it is your personal data.