



Dr Lara Akers-Douglas

Chartered Clinical Psychologist

Hope Psychology Practice

www.hopepsychology.net

hopepsychology@gmail.com

HCPC: [PYL042293](#)

Data Subject Access Request (DSAR) Procedure

A Data Subject Access Request (DSAR) allows individuals to request access to their personal data that is being processed by an organization. As a responsible data controller, we have established a procedure to ensure compliance with data protection regulations and to fulfill DSARs in a transparent and efficient manner.

Individuals have the legal right to know whether personal data about them as an individual is being processed and, if so, to be given:

- the purposes of you processing the data on them.
- the categories of personal data concerned, personal or sensitive.
- the recipients to whom the personal data have been or will be disclosed.
- where possible, the period the personal data will be stored, or, if not possible, the criteria used to determine that period.
- the existence of the right to request rectification or erasure of personal data or restriction on processing of personal data concerning the data subject or to object to such processing.
- the right to lodge a complaint with a supervisory authority
- any available information as to the source if you were not the originating data collector
- the existence of automated decision-making, including profiling. Detail needs to be available on what technologies are used here and what result this has on the data subject and their data

The Process:

1. Submitting a DSAR: Individuals can submit a DSAR by sending a written request to the designated point of contact, Lara Akers-Douglas, at hopepsychologypractice@gmail.com. The request should include the requester's full name, contact information, and specific details regarding the data they are requesting access to.

2. Verification of Identity: To protect the privacy and security of personal data, we will verify the identity of the requester. This may involve requesting additional information or documentation to confirm their identity before proceeding with the DSAR.

3. Acknowledgment and Response: Upon receiving a valid DSAR, we will acknowledge the request within 7 business days. We will provide information about the data processing activities related to the requester and the estimated timeline for providing the requested data.

4. Data Retrieval and Review: I will gather the requested personal data from relevant sources and review it for any potential sensitive or third-party information that needs to be redacted before disclosure.

5. Data Disclosure: Once the data has been reviewed and redacted if necessary, we will provide the requester with a copy of the requested personal data. This information will be provided in a commonly used electronic format, unless otherwise requested by the individual.

6. Clarifications and Exemptions: In cases where the requested data may be subject to legal or regulatory exemptions, we will explain the reasons for any partial or full denial of access to specific information. If needed, we will provide information on how the requester can appeal this decision.

7. Response Time: We strive to fulfill DSARs within 30 calendar days from the date of the acknowledgment. If there are exceptional circumstances that require an extension, we will notify the requester and provide a new estimated timeline.

8. Free of Charge: In most cases, fulfilling DSARs is provided free of charge. However, in exceptional circumstances, where requests are manifestly unfounded, excessive, or repetitive, a reasonable administrative fee may be charged.

9. Data Security: We take data security seriously and will ensure that the personal data provided in response to a DSAR is securely transmitted and delivered only to the verified requester.

10. Review and Continuous Improvement: We regularly review and update our DSAR procedure to ensure its effectiveness and compliance with changing data protection regulations.

For any inquiries or to submit a DSAR, please contact Lara Akers-Douglas at hopepsychologypractice@gmail.co. We are committed to protecting your data and respecting your rights in accordance with applicable data protection laws.