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Mayo County Council Subject Access Request Procedure

Once a Subject Access Request is received the following must be adhered to:

- If the application is not received by email, make sure the request is date stamped and sent to the Data protection Officer (DPO) as soon as possible. If the request is received electronically, it should be forwarded to dataprotection@mayococo.ie without delay.
- A name and Address must be provided for the request to be processed. This is to ensure that personal information is not passed on to the wrong person. If there is any ambiguity with the information (i.e. 2 people with the same name and address), Mayo County Council has the right to request further information to confirm the individual's identity.
- The DPO must allocate a reference number to request and record on the 'Subject Access Request Register' (Manual File) and in the 'Subject Access Log' (Digital File).
- A digital folder must be created in the Data Protection Inbox and on SharePoint with the Subject's name and reference number clearly stated.
- In the absence of ID, an email/ letter (depending on how the request was received) must be sent to the Data Subject requesting proof of ID and a copy of their signature for reference purposes. A request may be held past the due date if sufficient ID has not been provided.
- The response time for Subject Access Requests is normally 30 days but can be extended by up to 2 months or refused if necessary. If an extension/ refusal is necessary, the Data Subject must be informed and the reasoning behind the extension/ refusal must be clearly stated.
- The DPO must prepare and send an email to all departments within the organisation (even if the request is specific to one particular department). This email must advise when replies are required from the departments (usually 7 days before the request is due to allow time for redaction and collation of information).
- All recipients of this email should circulate this email around their department to ensure that all information that the organisation holds on the Data Subject is released. All physical and digital files and folders should be searched for information. It is the responsibility of each department to ensure that an efficient process/ procedure for responding to SAR's is in place.
- A copy of all data held on the Data Subject should be returned (in physical or digital format) to the DPO without delay to one of the following:
 - **Email:** dataprotection@mayococo.ie
 - **Post:** Data Protection Officer,
IT Department,
Mayo County Council,
Castlebar,
Co Mayo.
- All emails regarding the request should be stored in the allocated folder in the Data Protection Mailbox.
- Once all replies have been received, the DPO must ensure all information is saved I SharePoint and that all responses are saved in PDF format.



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- The DPO must review replies to make sure that all third-party information has been correctly redacted using PDF Software.
- The DPO must prepare a decision letter and respond to the Data Subject in the same format as the SAR was received (If received via post, respond via post).