



Correspondence Address
32 Bellevue Farm Road, Pease Pottage
West Sussex, RH11 9GU

Subject Access Request (SAR) Policy

PalmerWebb Limited

1. Introduction

PalmerWebb Limited is committed to ensuring that personal data is processed in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Under these regulations, individuals ("data subjects") have the right to access their personal data held by PalmerWebb Limited. This policy outlines our process for handling Subject Access Requests (SARs).

2. What is a Subject Access Request (SAR)?

A SAR is a request made by an individual to access their personal data held by PalmerWebb Limited. It allows individuals to:

- Confirm whether their personal data is being processed.
- Access their personal data.
- Obtain supplementary information about how their data is being processed.

3. How to Make a SAR

Individuals can submit a SAR by contacting us:

FAO: Data Protection Team

PalmerWebb Limited

Address: 32 Bellevue Farm Road, Pease Pottage, West Sussex, RH11 9GU

Email: data.protection@palmerwebb.co.uk

Phone: +441293 243924 SARs should include the following details:

Full name of the requestor.

- Contact details (email, phone, and address if applicable).
- Specific details about the information requested.
- Proof of identity (if required for verification purposes).



4. Verification of Identity

To ensure data security, PalmerWebb Limited may require proof of identity before processing a SAR. Acceptable forms of identification include:

- Passport
- Driver's License
- Utility Bill (dated within the last 3 months)

5. Timeframe for Response

PalmerWebb Limited will respond to SARs within one month from the date of receipt. If the request is complex, an extension of up to two additional months may be required, in which case the requester will be informed within the initial one-month period.

6. Fees

SARs are processed free of charge. However, if a request is manifestly unfounded or excessive, PalmerWebb Limited may charge a reasonable fee or refuse the request.

7. Information That May Be Withheld

In certain cases, PalmerWebb Limited may withhold information where:

- It includes personal data of another individual (unless consent is obtained, or it is reasonable to disclose it).
- It is subject to legal privilege.
- It is commercially sensitive.
- Disclosure would compromise ongoing investigations.

8. Rights of the Data Subject

In addition to accessing their personal data, individuals have the right to:

- Request correction of inaccurate or incomplete data.
- Request erasure of their data (in certain circumstances).
- Object to processing of their data.
- Request restriction of processing.

Lodge a complaint with the Information Commissioner's Office (ICO) if they believe their rights have been infringed.





9. Complaints

If a requester is dissatisfied with how their SAR has been handled, they may escalate their concern to the ICO:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom

10. Review and Updates

This policy will be reviewed periodically to ensure compliance with applicable laws and regulations. Any updates will be communicated accordingly.

