

Subject Access Policy

This document sets out Yearntree Limited's policy for responding to "subject access requests" under Data Protection Legislation (DPL).

A subject access request is a written request for personal information (known as personal data) held about you by Yearntree. Generally, you have the right to see what personal information we hold about you. If you make a request, the personal data requested should be clearly identified.

The DPL gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly. However, this right is subject to certain exemptions that are set out in the DPL.

It provides individuals with important rights, including the right to find out what personal data is processed.

Any subject access request made to Yearntree will be referred to our Information Manager to consider how Yearntree should respond to your request.

When we receive a subject access request we will first check that we have enough information to be sure of your identity. Often we will have no reason to doubt a person's identity, for example, if we have regularly corresponded with you or if you are employed by us. However, if we have good cause to doubt your identity we can ask you to provide any evidence we reasonably need to confirm your identity.

We will gather any manual or electronically held information (including emails) and identify any information provided by a third party or which identifies a third party.

If we have identified information relating to yourself that identifies a third party, we do not have to disclose that information unless the third party provides his/her consent. Redaction or editing may be used so that third party information does not form part of the requested information. We may also ask for consent from the third party. Where consent is not given, we will consider whether, in the circumstances, it is reasonable to disclose the requested information. We do not have to supply the information to you if disclosing this data would "adversely affect the rights and freedoms of others".

We have one month starting from when we have received all the information necessary to identify you, to identify the information requested, and any fee required, to provide you with the information or to provide an explanation about why we are unable to provide the information. In many cases, it will be possible to respond in this timescale and we will aim to do so where possible. If, however, your request is particularly complex, we will write to you explaining this and extending the time period to respond to up to three months.

If a request is manifestly unfounded or excessive we may charge an administrative fee or may refuse to respond. If we consider that your request is manifestly unfounded or excessive, we will inform you of this within one month of your request and advise you whether we require a fee, or will not respond. If we do charge a fee we will inform you promptly of this.

The DPL contains a number of exemptions to our duty to disclose personal data and we may respond to your request if one or more exemptions apply. An example of an exemption is information covered by legal professional privilege.

If you consider that any information is inaccurate, and we agree that the information is inaccurate, we will correct it and where practicable, destroy the inaccurate information. If we do not agree or feel unable to decide whether the information is inaccurate, we will make a note of the alleged error and keep this on file.

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