



Craigdale
HOUSING ASSOCIATION

Data Subject Rights Procedure

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Craigdale Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

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Introduction

The UK General Data Protection Regulation (UK GDPR) provides all individuals (data subjects) with certain rights over their personal data. Not all rights are absolute, and some can be subject to exemptions.

This Procedure should be read in conjunction with the Data Protection Policy.

Purpose

The purpose of this procedure is to explain how a data subject can make a rights request in relation to their personal data, as defined in Article 15 to 21 of the UK GDPR, and in accordance with the Data Protection Act 2018 and the Data (Use and Access) Act 2025, and how Craigdale Housing Association (Craigdale) will handle requests to ensure compliance with the UK GDPR and any other relevant legislation.

Where personal data is being processed by Craigdale and the identity of the data subject has been verified, Craigdale will respond to the request and provide the data subject with a response within the obligated timeframe.

Scope

This procedure applies to staff, including temporary staff and members of the Board. The following rights involving personal data are covered:

Data Subject Right	UK GDPR Article
Right of Access (Subject Access Request)	Article 15
Right of Rectification	Article 16
Right of Erasure (Right to be forgotten)	Article 17
Right to restrict processing	Article 18
Right of transfer data (Data Portability)	Article 20
Right to object to processing	Article 21

Responsibilities

All staff, including temporary staff, are responsible for adhering to this procedure.

Corporate Manager is responsible for maintaining a register of all rights requests and assisting the Data Protection Officer is co-ordinating the retrieval of information and responses required.

Data Protection Officer (DPO) has direct responsibility for maintaining this procedure and providing advice on implementation with assistance of the Corporate Manager as required.

Anyone who is unsure whether they have received a request or not, should contact the Corporate Manager or the DPO as soon as possible.

Definition of Personal Data

Personal data is for the purposes of this procedure is defined as, any information relating to an identified or identifiable living individual who can be identified, directly or indirectly. Personal data includes facts, opinions or intentions relating to the data subject.

The UK GDPR applies to personal data which:

- Is processed wholly or partly by automated means e.g. IT system, CCTV, voicemail
- forms or intended to form part of a filing system e.g. categorised file that enables personal data to be readily accessible

Receiving a Valid Request

A data subject can make a request via any method and staff should always be aware of requests via the following:

Verbal Requests	Email	Fax
Written (letter)	Social Media	Website Contact Forms

We have a Data Subject Rights Request Form available on the website or on request by contacting either the Chief Executive Officer or Corporate Manager at the Association's office (It is important to note that the form is not mandatory and although we can encourage data subjects to use the form to allow us to capture as much information as possible, a request can be accepted in any format).

A request cannot be progressed if you do not have enough information to clearly locate and identify the personal data within the request. The data subject can be asked for further information in order to help locate the information.

Verifying the Identity of the Data Subject

Where there are any reasonable doubts concerning the identity of the data subject, additional information will be requested to confirm the identity of the data subject.

Once Craigdale is satisfied a note will be made that this requirement has been met and any copies of identification documents will be shredded (there is no requirement to retain copies of any ID verification). Any originals will be sent back via recorded delivery.

If Craigdale can demonstrate that it is not able to identify the data subject, even after additional information is provided, a refusal notice to act upon the request will be issued.

Requests from parties other than the data subject

There are occasions where a data subject may agree to a third party making a request on their behalf, such as a solicitor or family member.

To protect a data subject's personal data, Craigdale will make all the necessary checks to be satisfied that the individual making the request on behalf of the data subject is entitled to do so. This may include requesting a written authority to make the request (e.g. evidence of consent from the individual) or a more general power of attorney.

No information will be released until Craigdale is satisfied. Craigdale may feel it appropriate to contact an individual directly to discuss the request, for example, if asked to release special category data.

In the event of this, the data subject will be given an overview of the type of information that will be released and the option to:

- view their personal data first and upon consent it will be released to the third party
- grant permission for it to be sent directly to the third party
- withdraw consent and no information will be sent to the third party

Requests by or on behalf of a child

Any requests made by a person under the age of 18, or on their behalf, should be referred to our Data Protection Officer.

Searches in Response to Data Subjects' Rights

The data subject is only entitled to confirmation, personal data and other information as the controller is able to provide based on a reasonable and proportionate search for the personal data.

Charges

In most cases there will be no fee charged for responding to a request, however where Craigdale can demonstrate that the request is manifestly unfounded or excessive in nature it can either:

- charged a reasonable fee, reflective of the administrative costs of dealing with the request; or
- Refuse to act on the request.

A data subject will be informed of such decision, the reason why and how a complaint can be raised internally and with the Information Commission, or that they can seek other judicial remedy if they wish to appeal.

If the request relates to access to personal data, where Craigdale has provided one copy of the personal data free of charge, for further copies of the same data, Craigdale shall charge a reasonable fee to the data subject based on administrative costs.

Timescales

Craigdale shall provide a response to the data subject without undue delay and in any event before the end of the applicable time period.

The applicable time period is calculated as follows:

- one month beginning with the relevant time.

The relevant time means the latest of the following:

- (i) the date when the Controller receives the request
- (ii) the date when the Controller receives verification of the identity of the data subject
- (iii) the date clarification is received, or
- (iv) in the case of manifestly unfounded or excessive requests, the reasonable fee has been paid

The day the request is received is day one (for example, if the request is received on 10th August the last day for responding is 10th September). The day the request is received is classed from when clarification, suitable identification and any payment of a fee is received if required. Where there is no corresponding date in the following month the last day of that month will be the last date for responding (e.g., received on 31st August the last day will be 30th September).

This period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

The Data Protection Officer shall inform the data subject of any extension within one month of receipt of the request, together with the reasons for the delay and this must be sent before the period of one month beginning with the relevant time.

If it is not possible to action the request of the data subject, the Data Protection Officer shall inform the data subject without delay and at the latest within one month of receipt of the request of the reasons for not progressing and on the possibility of complaining to the Information Commission and / or seeking a judicial remedy.

Responding to Requests

The data in any response shall be presented in a concise, transparent, intelligible and easily accessible form, using clear and plain language.

Where an email or online request for copy data is received, the data shall be provided by email, unless the data subject has requested that it be provided in another form. Any such personal data which is emailed shall be encrypted and subject to appropriate security measures.

Access Requests (Subject Access Requests)

This right enables a data subject to verify that Craigdale is lawfully processing their personal data and to check its accuracy. Where data is being processed by Craigdale and the data subject makes a request to access the data, Craigdale shall provide the data subject with access to the personal data and provide:

- a) the purpose of the processing
- b) the categories of personal data being processed
- c) the recipients or categories of recipients to whom we have disclosed or will disclose person data
- d) the retention period for the data (or how we determine that)
- e) the existence of the right to have us rectify, erase or restrict processing of that data
- f) the right to lodge a complaint with the Information Commission
- g) the source of the information if we have not collected the data direct from the subject; and
- h) the existence of any automated decision making.

Where personal data is transferred to a third country or to an international organisation, the appropriate safeguards relating to the transfer.

Craigdale has a duty to ensure other individual's information is treated fairly or protected accordingly. Therefore, before Craigdale releases anything to the data subject or representative it has to ensure that it's not inappropriately releasing information about another individual who can be identified from that information.

On occasions where somebody else can be identified from that information, Craigdale will not release data relating to the data subject unless the other individual has consented to the release of the information or it is reasonable in all circumstances to release the information without consent.

Craigdale will take the below approach:

- Seek documented consent from other individuals
- Where appropriate redact information so other individuals cannot be identified, such as names / addresses/ identification
- Where appropriate provide a summary of the personal data
- Review whether it would be reasonable to release the information without consent. Considering; is the information already known by the data subject? Is the individual acting in their professional capacity and had dealings with the data subject? Is there a duty of confidentiality owed to the other individual?

The data subject's interests and that of the other individual will be reviewed and considered.

All decisions will be made on a case-by-case basis, taking into consideration other legislation that may force the release of information to the data subject.

The Data Protection Act 2018 makes it an offence to intentionally alter, deface, block, erase, destroy or conceal information with the intention of preventing disclosure of all or part of the information that the person making the request would have been entitled to receive.

Rectification Requests

Where the request is for the rectification of inaccurate personal data, Craigdale will restrict further processing of personal data whilst verifying the accuracy.

Where the rectification request is upheld, Craigdale shall inform any third parties who have been sent personal data that the data subject has made a rectification request and instruct all parties what rectification is required.

The exception to notifying third parties is if this proves impossible or involves disproportionate effort.

Erasure Requests

When requested to do so by the data subject, Craigdale will erase personal data without undue delay where the request does not conflict with any legal, regulatory or other such constraints.

This right can only be exercised by data subjects where:

- a) the personal data is no longer necessary in relation to the purpose for which it was collected or processed
- b) where the data subject's consent to processing is withdrawn
- c) where the data subject objects to the processing and there are no overriding legitimate grounds for processing
- d) where there is no legal basis for the processing; or
- e) where there is a legal obligation to delete data.

Where personal data is to be deleted data held in different locations and in different formats will be reviewed to ensure that all relevant personal data is erased.

Where we have made any personal data public, we shall take reasonable steps (taking to account technology and cost) to notify other controllers processing the data of the data subject's request for erasure.

Craigdale is not required to and will not delete personal data where the processing carried out is necessary for:

- a) exercising the right of freedom of expression
- b) complying with a legal obligation in the public interest or in the exercise of an official authority
- c) for public health reasons
- d) for archiving purposes; or
- e) for the establishment, exercise or defence of legal claims.

Once the relevant personal data has been deleted the data subject shall be advised that the data has been erased unless doing so is impossible or involves disproportionate effort.

Restriction Requests

The data subject shall have the right to restrict 'block' processing of their personal data.

This is not an absolute right, and the data subject will only be entitled to restriction where:

- a) the accuracy of personal data is contested by the data subject for a period to enable us to verify the accuracy
- b) the processing is unlawful, and the data subject does not want it to be erased but requests restriction instead
- c) we no longer need the data for the purpose of the processing, but the data is required by the data subject for the establishment, exercise or defence of legal claims; or
- d) the processing has been objected to, and verification of that objection is pending.

Where the data subject exercises their right to restriction, personal data can then only be processed with their consent or for the establishment, exercise or defence of legal claims or for the protection of rights in the public interest for the protection for the right of another data subject or legal entity.

Where we have restricted any form of processing and that restriction is subsequently to be lifted, we shall advise the data subject accordingly unless doing so is impossible or involves disproportionate effort.

Transfer Requests (Data Portability)

This right allows a data subject to obtain and reuse personal data for their own purposes across different services.

Where a data subject requests a copy of their personal data for the purposes of transferring it from Craigdale to another data controller we shall do so provided:

- a) the legal basis for processing is based on consent or a contract with the data subject; and
- b) the processing is carried out by automated means.

The data subject shall only be provided with the personal data they have provided to Craigdale, and the personal data gathered by us the course of our dealings with the individual or which has been generated from our monitoring of the data subject's activity. This will only be data held electronically.

The data subject is entitled to be provided with their personal data in a structured, commonly used and machine-readable format for transfer to another controller; or where possible to have Craigdale transfer the data direct to another controller.

Objection Requests

A data subject can object to the processing of their personal data, including profiling, on grounds relating to their particular situation. Where a request is received, Craigdale is under an obligation to act upon a request where one of the following conditions applies:

- where their personal data is processed based on the public interest or in the exercise of official authority; or
- where we are processing their personal data based on legitimate interests.

If we can demonstrate that Craigdale has legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims, it is not necessary to cease processing.

This does not apply to direct marketing. Data subjects are entitled to object to direct marketing (in any form) which is sent to them. This is an absolute right and where such a request is received, Craigdale must comply with the request.

Applying Exemptions

The UK Data Protection Act 2018 provides exemptions which enable organisations not to respond to data subject rights in certain circumstances.

Craigdale may be exempt from compliance with the data subject rights if certain exemptions apply. Careful consideration should be given to these exemptions and whether they apply before responding to any request by a data subject. The exemptions for compliance with the request are set out in schedule 2 parts 1, 2 and 3 of the Data Protection Act 2018.

In summary these are:

Crime and taxation – for the prevention or detection of crime; the apprehension or prosecution of offenders or the assessment or collection of tax or duty or an imposition of a similar nature to the extent that those provisions would prejudice the activity.

Immigration – for the maintenance of effective immigration control or the investigation or detection of activities that would undermine the maintenance of effective immigration control.

Information required to be disclosed by law etc. or in connection with legal proceedings – to the extent that the application of the provisions would prevent same including disclosure which is necessary for the purpose of or in connection with legal proceedings (including prospective legal proceedings) or for obtaining legal advice or otherwise establishing, exercising or defending legal rights.

Functions designed to protect the public – certain functions carried out to protect the public from financial loss through fraud etc.; to protect charities; for health and safety reasons; to prevent malpractice in a public office; or to protect business interests.

Regulatory activity – relating to certain bodies where the application of the provisions would prejudice the discharge of their function.

Legal professional privilege/confidentiality of communications – some solicitor/client communications or information prepared for the purpose of litigation

Self-incrimination – to the extent that complying would reveal evidence of an offence

Corporate finance – in certain circumstances

Management forecasts - to the extent that the application of the provisions would prejudice the conduct of the business or activity concerned

Negotiations - with the data subject to the extent that the application of the provisions would prejudice those negotiations

Confidential references - given to or provided by Craigdale

Health, social work, education and child abuse data to the extent that the application of the provisions would cause prejudice.

If we apply any exemptions or refuse the request for any reason, we will provide the data subject with the following information:

- the reasons why the request is refused/exemptions applied
- their right to make a complaint to the Information Commission
- their ability to seek to enforce this right through judicial remedy

Register of Requests

The Corporate Manager is responsible for maintaining a register of requests, to allow monitoring of the progress of requests and the volume of requests received.

Records Retention

A copy of all the data retrieved must be taken for reference should the data be challenged by the data subject. These will be maintained in line with the records retention schedule and retained for 1 year.

Complaints / Right to appeal

If the data subject or their representative is not satisfied with the outcome of their rights or any other data protection related issue request, in the first instance, the individual has the right to contact the Data Protection Officer. If they are still not satisfied, they can contact the Information Commission directly at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303-123-1113
E-mail: casework@ico.org.uk
Website: www.ico.org.uk

Procedure Review

This Procedure will be reviewed every three years or when required, by the Data Protection Officer, to address any weakness in the Procedure or changes in legislation or best practice.