ACKNOWLEDGEMENT OF DSAR - OPTIONAL IDENTITY / AUTHORITY REQUEST

[TO BE SENT ON LETTERHEAD]

**Drafting Notes:** This letter will need to be tailored according to each DSAR received either directly from a data subject or via a claims management company / legal firm using the drafting notes (DNs). DNs are in purple text and start with the letter DN and a number. The text that needs to be edited/deleted is in red font contained in square brackets. Please refer to the DNs carefully and delete before sending the letter.

**Strictly Private and Confidential**

[BY EMAIL]

[NAME]

[ADDRESS] [DATE]

Dear [NAME],

# Data Subject Access Request ("DSAR") dated [DATE]

I am writing to acknowledge receipt of [your DSAR OR the DSAR submitted in relation to your client, [NAME]], addressed to [NAME] and made under Article 15 of the UK General Data Protection Regulation (**"UK GDPR"**) and the Data Protection Act 2018.

We will respond to [your OR the] DSAR within the statutory timeframe. We hope that this will be within one month of [your request OR your request, on behalf of your client] but should it become apparent that the scope of [your OR your client's] request is complex, we reserve our rights under Article 12(3) of the UK GDPR to extend the period for responding to [your OR the] DSAR by up to a further two months.

**DN1** – Amend the wording in the following section based on whether ID/authority is requested. Please see the DSAR Guidance Note for details on when ID should and should not be requested.

If this is the case, we will write to you within one month of receipt of [your request OR your request, on behalf of your client OR your identification as requested below OR your client's identification as requested below OR your client’s authority as requested below] and notify you of this, as well as the reasons why we require the extended time limit.

In the meantime, we will be in touch if we require further information about the scope of [your request OR your request, on behalf of your client].

**DN2** - Include the following wording if the DSAR has been submitted by the data subject and you require evidence of the data subject's identity (for example it has been submitted through an email address you do not hold on file). Delete if no ID requested.

I hope you will appreciate that, for security reasons, we cannot supply copies of your personal data without proof of your identity. I should be grateful if you would therefore provide one of the following as soon as possible:

* A certified copy of your driving licence or passport;
* A certified copy of your birth certificate; or
* A recent utility bill or bank statement addressed to you.

Please send your replies and supporting documents to [NAME] AT [EMAIL ADDRESS]. We cannot respond to your request (and accordingly, the statutory time limit does not start to run) until we receive satisfactory confirmation of your identity. If you are unable to provide the documents requested, please contact [NAME] to discuss alternative options.

**DN3** - Include the following wording if the DSAR has been submitted on behalf of someone acting for the data subject (typically a claims management company / a legal firm) and you require evidence of authority. Delete if no authority evidence requested.

As you are making this request on behalf of your client, please provide us with written confirmation of your authority to make this request on [NAME'S] behalf, such as a power of attorney or a letter, signed by [NAME], authorising you to make this request on their behalf. Alternatively, please ask them to contact us directly to provide this information. Please send your replies and all supporting documents to [NAME] at [EMAIL ADDRESS]. We cannot respond to the request (and accordingly, the statutory time limit does not start to run) until we receive satisfactory confirmation of your authority to make this request on [NAME'S] behalf. If you are unable to provide the documents requested, please contact [NAME] to discuss alternative options.]

**DN** - Include in all cases.

If you have any questions about this letter or [your request OR your request, on behalf of your client], please contact me at [EMAIL ADDRESS] to discuss it further. I will be overseeing the response to [your OR your client's] DSAR.

Yours sincerely

[NAME]

[ROLE]

[EMAIL ADDRESS]