computertalk ice

Data Subject Access Request Policy

Version History

Version	Date	Author	Change Summary
1.11	08/06/2023	Erica Duong	Minor changes
1.2	05/03/2024	Erica Duong	Annual review, updated branding

Purpose

This document establishes the process regarding handling or responding to access requests to personal data by data subjects or a third party representing the data subject's interests. This document complies with the requirements outlined in ISO 27001:2013 A.18.1.4.

Scope of Application

This document applies broadly across all entities owned, controlled, or operated by ComputerTalk and all employees handling customer data. The use of "ComputerTalk" refers to Computer Talk Technology Inc. and Computer Talk Global Corp.

Review and Authorization

1. This document must be reviewed, updated, and approved annually by the Director, Operations.
2. ComputerTalk's Executive Team authorizes this document.
3. The Executive Team approved this document on [date].

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1. Overview

Individuals have the right to access their personal data and supplementary information. The right of access allows individuals to be aware of and verify the lawfulness of the processing. Our business must comply with the requirements of the General Data Protection Regulations (GDPR) and be able to demonstrate compliance with the Information Commissioner's Office (ICO).

2. Responsibility

The overall responsibility for ensuring compliance with the related legislation requirements about handling subject access requests (SARs) at ComputerTalk rests with Jennifer Sutcliffe, our Data Protection Officer.

ComputerTalk's Help Desk is responsible for handling SARs in our business. The duties of the Help Desk include but are not limited to the following:

a) Log the receipt and fulfillment of all requests received from the requestor to see their personal information
b) Acknowledge the SAR
c) Verify the identity of any person making a SAR
d) Maintain a record of requests and compliance against the statutory timescale
e) Verify whether we are the controller of the data subject's data
f) Where applicable, decide if a request is excessive, unfounded, or repetitive and communicate this to the requestor
g) Decide if an exception applies

SARs can be made in writing, electronically, or verbally. A SAR is a request from an individual (or from someone acting with the authority of an individual):

a) For confirmation as to whether we process personal data about them and, if so
b) For access to that personal data and certain other supplementary information

If a certain situation has given rise to a SAR, contact dataprivacy@computer-talk.com and provide full details of the incident. Staff should do this without delay and within seven business days.

3. Subject Access Request Process

When a SAR (template form attached below) is received from a requestor, it should come through our Help Desk. A Severity 4 ticket will be opened in Dynamics and each request will be logged and tracked. Before processing a request, the requestor and data subject's identities must be verified. Examples of suitable documentation include a valid passport, identity card, driving license, birth certificate, and other proof of address (e.g., a named utility bill or financial statements no longer than three months old).

We aim to determine what information the requestor is asking for. If the request is unclear, or where we process a large quantity of information about an individual, the GDPR permits us to ask the individual to specify the information the request relates to. Where this applies, we will proceed with a request for additional information. We must verify whether we process the data requested. If we do not process any such data, we must inform the data subject accordingly.

ComputerTalk will perform the necessary database queries, record collection, and documentation as required. Successful resolution of a SAR will be completed within the 30-day requirement. If relevant to a SAR, contact records accessible through iceManager and iceJournal are to be handled by authorized resources on the customer's side.

ComputerTalk will check whether the data requested also involves data on other data subjects and make sure this data is filtered before the requested data is supplied to the requestor; if data cannot be filtered, ComputerTalk will ensure that other data subjects have consented to the supply of their data as part of the SAR. All the information that has been requested must be provided unless an exemption can be applied.

After processing the SAR, our response to the requestor should include the following:

a) The purpose(s) of the processing
b) The categories of personal data concerned
c) The recipients or categories of recipients to whom personal data has been or will be disclosed, in particular in third countries or international organizations, including any appropriate safeguards for the transfer of data
d) The envisaged period for which personal data will be stored, or, if not possible, the criteria used to determine that period

e) The existence of the right to request rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing
f) The right to complain to the ICO
g) If the data has not been collected from the data subject, the source of such data
h) The existence of any automated decision-making, including profiling and any meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the requestor

4. Subject Access Request Form

Please use this form if you are requesting it yourself. If you are requesting on behalf of someone else, use this form.

5. Fees

No fee can be charged for providing information in response to a SAR unless the request is 'manifestly unfounded or excessive' because it is repetitive. If ComputerTalk receives manifestly unfounded or excessive requests, we will charge a reasonable fee considering the administrative costs of responding to the request. Alternatively, ComputerTalk will be able to refuse to act on the request. ComputerTalk will provide information on our decision to the requestor in writing within 30 days and state how we reached our decision.

6. Complex Requests

If more time is needed to respond to complex requests, extending another two months is permissible, provided this is promptly communicated to the data subject within 30 days. Where we decide not to act on the request of the data subject, we need to inform the data subject of this decision without delay and, at the latest, within 30 days of receipt of the request.

7. Exemptions

If a staff member believes we have a valid business reason for an exemption, please inform the GDPR Committee immediately by emailing dataprivacy@computer-talk.com. Exempt information must be redacted from the released documents with an explanation of why that information is being withheld.

8. Complaints

When a requestor is unsatisfied with a response to a SAR, we must manage this as a complaint. We must advise the requestor that they may complain to the ICO if they remain unhappy with the outcome.

9. Breach Statement

Breaches of this policy by staff members will be investigated and may result in disciplinary action.

10.   Review and Authorization

This policy will be reviewed annually. Any questions regarding this policy should be addressed to dataprivacy@computer-talk.com.