



Fuel Poverty Research network Charitable Trust's Subject Access Request Policy

1. This document sets out the Fuel Poverty Research Network's policy for responding to subject access requests under data protection legislation. A subject access request is a request for personal information (known as personal data) held about you by the Fuel Poverty Research Network.
2. Data protection legislation gives individuals the right to know what information is held about them. However, this right is subject to certain exemptions.
3. If you wish to make a subject access request, it can be made verbally or in writing. However, we prefer you make the request in writing, either through the post (to 28 Walkley Crescent Road, Sheffield, S6 5BB) or electronically (to committee@fuelpovertyresearch.net).
4. 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 them. 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.
5. 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.
6. If we have identified information that relates to third parties, we will write to them asking whether there is any reason why this information should not be disclosed. We do not have to supply the information to you unless the other party has provided their consent or it is reasonable to do so without their consent. If the third party objects to the information being disclosed we may seek legal advice on what we should do.
7. If we find that there is a large amount of data held about you, we have the right to narrow the request that you made.
8. We will deal with your subject access request without undue delay and in any event within one month of receipt of your request. However, if the work involved is particularly complex or if numerous requests are made then we may extend this period by up to two additional months. In this case, we will inform you about the extension within one month of receiving your request and explain the reasons.
9. We will not charge a fee for dealing with your request unless it is manifestly unfounded or excessive. We may charge a reasonable administrative fee if you request further copies of your data following a request. If we charge a fee, we will inform you of this and explain the reasons for doing so.
10. We will explain what steps have been taken in dealing with your request i.e. we will set out the source of your personal information we have gathered.
11. The information will be provided in a concise, transparent and easily accessible form. It may be provided in writing or by other means including, where appropriate, by electronic means.

12. There are a number of exemptions to our duty to disclose personal data and we may seek legal advice if we consider that they might apply. An example of an exemption is information covered by legal professional privilege.
13. If we agree that the information is inaccurate, we will correct it and where practicable, destroy the inaccurate information.
14. 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.
15. If you are not satisfied by our actions, please contact Professor Aimee Ambrose, FPRN Chair (aimee@fuelpovertyresearch.net). If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner or seek recourse through the courts. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF T; tel 0303 123 1113 (local rate) or 01625 545 745 (national rate); email via website - <https://ico.org.uk/global/contact-us/email/>

Approved by the Trustees: 27th October 2020

To be reviewed: October 2021