

Reference: 2024-013

Thank you for your email in which you requested the following information under the Freedom of Information Act 2000 (FOIA):

**QUESTION 1: Please advise how many Data Subject Access Requests (hereafter referred to as SARs) you received and responded to in 2021, 2022 and 2023 relating to employees (past or present) and other requests (e.g. customers, general public, service users etc).**

	Number of SARs requests in 2021	Number of SARs requests in 2022	Number of SARs requests in 2023
Employees (past and present)			
Other (e.g. customers, general public, service users)			

The next few questions relate to the SARs process which includes collating (pulling the data together from across your organisation/department), redacting the data, pulling the information/ data together into a response and checking the information before issuing it to the requestor.

**QUESTION 2: When responding to SARs do you manage the process in-house, or do you outsource the whole or part of the process? And if conducted in house please specify the name of the team/function that is responsible for this part of the process (eg Data Privacy, HR, etc).**

If for example you outsource one type of SAR (e.g. employee) but complete others (e.g. citizen/customer) inhouse, please provide details.

	In house (please specify)	Outsourced
Collating the data (pulling the data together from across your organisation/department),		
Redacting the data		
Pulling the information/ data together into a response		
checking the information before issuing it to the requestor		

**QUESTION 3: Approximately how many working hours does it take to pull together a typical SARs response, this includes the time taken to collate and redact the information, and putting the information together for issuing?**

**QUESTION 4: What is the estimated percentage of handwritten documentation within a typical SAR response?**

### **Response**

Please see below our response to your questions in the order asked.

#### **Question 1**

We do not hold this information in the format you have requested.

#### **Question 2**

We manage the SAR process in-house in its entirety. This process is managed at every stage by the Public Relations and Information team.

#### **Questions 3 & 4**

We do not hold this information.