



University of East Anglia

Information Services Directorate

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[REDACTED]

22 September 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-233)

We have now considered your request of 19 September 2017 for information relating to the University's handling of Subject Access Requests made under the terms of the Data Protection Act 1998.

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Freedom of Information Act to be informed whether information is held, we confirm that the University does not hold information in response to questions 7, 8 and 9. Further information is on page 2 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-233)

- 1. How many subject access requests did you receive the identifying paperwork for and process in 2014?*
- 2. How many subject access requests did you receive the identifying paperwork for and process in 2015?*
- 3. How many subject access requests did you receive the identifying paperwork for and process in 2016?*

The table below shows the number of Subject Access Requests (SARs) for which we received identifying paperwork and the required fees, and provided a response.

Year	No. of SARs that were processed
2014	13
2015	15
2016	14

- 4. How many subject access requests you rejected in 2014?*
- 5. How many subject access requests you rejected in 2015?*
- 6. How many subject access requests you rejected in 2016?*

During the specified years we did not reject any Subject Access Requests. However, the table below shows the number of requests that were not processed due to the University not receiving the fee, the necessary identification, or sufficient clarification of the request to proceed.

Year	No. of SARs that were not processed
2014	5
2015	6
2016	11

- 7. What was the average cost for you to process a subject access request in 2014?*
- 8. What was the average cost for you to process a subject access request in 2015?*
- 9. What was the average cost for you to process a subject access request in 2016?*

[Information not held - s.1(1)(a), Freedom of Information Act]

We do not hold recorded information on the cost of processing a Subject Access Request. These requests are managed centrally by the University's Information Compliance team, but collection of relevant data will typically involve staff from a number of areas in the University. No member of staff works solely on handling Subject Access Requests. As the work forms part of a variable number of staff roles, and because the time spent on any one request can vary significantly, we have no means of providing an average cost.

10. How much do you charge an individual to process a subject access request?

We charge £10 to process a Subject Access Request.