

Subject Access Request (SAR)

This procedure guides users through receiving, allocating and processing a subject access request (SAR).

A SAR should be a written request made by a client or their representative to view data held about them by the Child Maintenance Group (CMG)/Northern Ireland Child Maintenance Service (NI CMS). The Data Protection Act (DPA) 1998 states that a data controller is not obliged to provide information unless they have received a request in writing. This is not just restricted to forms and letters e.g. emails and faxes can be accepted. A SAR can be received verbally by phone providing the requestor has good reason, for instance; physical incapacity prevents them from submitting a written request. A SAR cannot be received verbally by phone, if the requester does not fit the above criteria, the caseworker will raise a SAR Form SR and assigned it to the SAR segment.

It is not necessary to receive a SAR application form, written requests may be contained within a letter about a case which means they can be missed. When reading letters caseworkers should look for anything that suggests a client is requesting information about themselves and/or the Data Protection Act/Subject Access Request is mentioned. If the information requested involves a degree of editing i.e. it contains information about a third party; this should be treated as a SAR and handled by the SAR team.

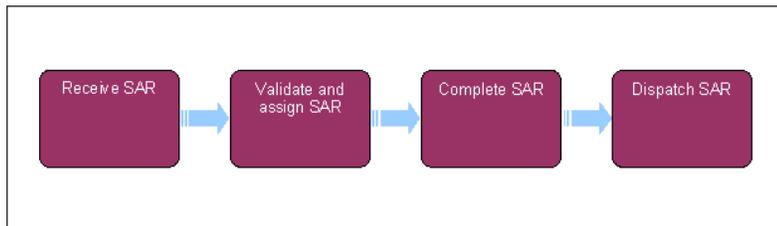
Under the DPA anyone can request to see the personal information the CMG/NI CMS holds on them. SARs are only accepted in writing and are issued to the client within 40 calendar days of receiving the SAR. Currently there is no fee for requests.

A SAR can be requested at any time in the life of a case and is initially carried out by caseworkers in the owning segment and subsequently by a member of the SAR team.

Clients should return SAR request forms to the following address:

Child Maintenance Service
PO Box 249
MITCHELDEAN
GL17 1AJ

For more information refer to the Policy, Law and Decision Making Guidance 



 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

SAR Enquiry

 Advise the client uses the Self Service Portal and provides the mandatory information required by the SAR team to process the SAR. The mandatory information is: client details, the request for the SAR, date of request and the address of the client.

- Following a telephone call or letter requesting a SAR, confirm the SAR is valid. If the request is for information which can be supplied immediately, such as:
 - How child maintenance has been calculated
 - A copy of a letter previously issued
 - An update on the case

then this type of requests is considered as normal business to be retained and progressed by the caseowner. Record the reason for rejection in the **Notes** field.

 If the case involves a special client record obtain secondary access in order to complete the SAR request. For more information refer to [Secondary Access](#).

-   A SAR may be requested by inbound letter or call (providing the requestor has good reason e.g. physical incapacity prevents the requestor from submitting a written request), when there is a returned SAR form or a self service request from a client or their representative (for more information on client representative go to section marked client representative). Create an SR within the inbound activity screen as follows:
 - **Process = Escalated Enquiries**

- **Area = SAR**
- **Sub-Area = SAR Form**
- Select the **SR Number** hyperlink
- If the request is by letter attach the letter to the SR or, if by phone, record the reason for the request in the notes
- Set the **Status** to **Pending assignment** to move the SR to the SAR team

SAR team action

Reject the SAR

3. Open the SR and determine if the request can be satisfied without a SAR. If it can:
 - Refer any non SAR related requests back to case owning team e.g. copy of letter/s, previous statement. For more information refer to [Correspondence \(Inbound\) - Linking](#)
 - Record the reason for rejection in the **Notes** field
4. If the request is considered business as usual update the SR as follows:
 - **Resolution code = referred to BAU process**
 - **Status = close**
 - **Sub-Status = cancelled**
5. Update the **Notes** field to advise BAU the reasons for rejection. Send an email to the BAU team leader to advise the SAR has been rejected and follow up action must be carried out.

Issue SAR Form

6.  Set the SAR Form SR **status** to **In Progress** to generate the activity plan. Issue the SAR form (where necessary) and complete the following steps:
 - Select CMSL5650
 - Drill down on the SR Number
 - Select **OK** and **Send**
 - The URN is automatically populated (unique reference number)



A SAR form incorporates all information relevant to the request. If a SAR form has been generated a URN is created. This number must be included on all correspondence, linking the form with the SAR SR.

7. Set the **SAR Form Status** and **Sub Status** to **Closed** and **Complete** and wait for the return of the SAR form.
8. When the SAR form is returned via a new SAR form SR, validate by confirming the following:
 -   the address on the SAR matches the one held on record, if not, contact the client and ask them to update their address. If unable to contact by phone issue CMSL5657
 - the SAR is recorded as a potential SAR on the offline data protection system spreadsheet. For more information refer to SAR team guidance
 - the SAR is regarding an existing SAR and all information has been received
 - the SAR is for a new SAR, determine if a previous SAR has been completed
 - if the request is still unclear set the **Sub Status** to **Request for Information**
9.  If further information is needed complete the following where applicable:
 - Issue **CMSL5658** for reminder for further information
 - Pause any action for 20 days, select the relevant line of the Activity Plan and enter the BF date in the Activity Due Date field
 - Set the SR Status to **Wait**

Check for previous SAR

10. Once all information is received, assess to determine if any previous SAR's have been issued. If yes, check if there are any changes to data from the previous record. Select the SR Button to display a list of all previous SR's. Where a SAR request has been actioned previously, go to **step 11**. Where there is no evidence of a previous SAR, go to **step 13**.

11.  If the data has not changed determine if the previous SAR was:

- **Lost**
- **Damaged**
- **Not received**

If any of the above apply issue CMSL5659. Set the **Resolution Code** as **re-issued, report lost** or **rejected no altered data** and reject the SAR.

12. Close SAR service request as follows:

- **Resolution Code = No Altered Data/Re-issued Report Lost**
- **Status = Closed**
- **Sub Status = Cancelled**



If there has been a previous report and the data has changed the report is created for the changed data only, go into the section marked complete SAR for guidance to issue the changed data.

13. When the SAR form is returned and all details completed, create a Process SAR SR (as a **child SR** if a SAR Form SR has previously been generated) as follows:

- **Process = Escalated Enquiries**
- **Area = SAR**
- **Sub Area = Process SAR**
- Set the **Status** to **In Progress**



The URN is inherited from the parent SAR Form SR.



The **Case Number** field should be left blank

Verify Client Representative

14. Determine who submitted the SAR. If a client request, progress the SR.

15.  If the representative submitted the SAR confirm they have the client authority to disclose the information. This may have been submitted on the SAR form as there is provision to complete client representative details here. If there is no client authorisation, send CMSL5661 using the free text field to specify what information is needed. For example; 'We need authorisation from [clients name] before we can send you the data requested. Please ask [clients name] to authorise this in the space provided'.

16. If the client confirms and authorises the representative progress the SR.

17.  If the representative is not confirmed and/or authorised, record the reason in the **Notes** field, issue CMSL5654 to inform the client and the representative that the SAR cannot be processed and close the SR as follows:

- **Resolution Code = Other – Refer To Notes**
- **Status = Closed**
- **Sub Status = Cancelled**

Fee Waiver

18. Waive any SAR fee. Complete the following:

- **SR status = In Progress**
- **Sub Status = Request for Information**
- Mark the first 4 steps of the activity plan (which refer to fee payment and waiver) as **Not Required**
- **Payment required = N**
- **Fee Waiver = Y**

Complete SAR

19.  Issue CMSL5656 to the client/ authorised representative to advise the SAR is valid and is being processed.
20. Open the existing SR and ensure the **Accepted Date** field is completed. This is the date when all information is received anywhere within CMG and starts the 40 day count for the completion of the SAR.



The **Accepted Date** field is only enabled once the Payment received flag is set to Y. If this field becomes read only after the **SAR Fee Waiver** field has been set, remove the value from the **SAR Fee Waiver** field, set the **Date Accepted** and reapply the **SAR Fee Waiver** value.

21. Confirm if the report is for changed data only or for full report:

- For full report (to retrieve all client data) leave the **Request Date To** and **Request Date From** fields blank
- For changed data only or data from a defined period leave the Request Date To field blank, update the Request Date From field



For information on dealing with Telephony only requests please refer to the Procedural Exceptions tab.

22. Set the SR **Sub Status** to **Prepare Report**, select the **Generate SAR Report** button and wait for the SAR to be generated in the overnight batch.
23. Once generated, in the SR activity plan select **Letter Outbound**. Select **Create Correspondence** tab, the correspondence screen is displayed with a list of attachments.
24. Select the **Attachment** tab and the SAR contact (this is the requestor).
25. Select **Get SAR Report** to produce the attachment list. Select the **Preview Document** tab to view each attachment and check if the data is not required, needs to be redacted or can be selected and issued to the requestor in full.
-  A validation message may generate advising users to populate **Report Generated Date** - this is incorrect, and instead fill in **Report Requested Date** field.
26. After viewing each attachment, from the drop down menu **Include in SAR**, choose one of the following values; **Not Required/Redact/Selected**.
27. After selecting **Redact/Selected**, open and locally print the attachment and examine it to find out whether any third party/exempt data needs to be redacted. Use a black marker pen to manually redact any information to be deleted. For information on redacting reports refer to the **procedural exceptions** tab.

For more information refer to the Policy, Law and Decision Making Guidance 

System defects - SAR report



Certain information on the SAR report may be incorrect. Check the report contains the same information as that held on the system and redact any duplicate information. Below is a list of scenarios that require redaction:

- Activities marked as **Not Required** or **Not started** have a blank date against them on the SAR report (redacting these blank fields is optional)
 - Two permanent residential addresses showing (redact one of the duplicates)
 - Receiving parent SR details showing on the paying parent SAR report
 - When the SAR subject is a QC, redact data in the following report sub-section;
 - **CASES - Basic Case Details**
 - **CASES - Shared Care Details**
 - **CASES - Method Of Payment To**
28. Check all of the reports (67 files are created, an additional 2, 4 or 6 files may be created from BaNCS dependent on the case service type or the roles of the contact), as specific defects affect the SAR reports located in five of the seven main sections. If a discrepancy is found on the report, redact the detail and enter the correct information onto a **manual data template**. Attach the template to the report to ensure all the correct information is issued to the client/client rep. Defects may be found in the following sections:

- **Cases in your Case group (as a paying parent)**
- **Personal Details**
- **Enforcement Action**
- **Cases in your role as PWC\PeWC**
- **Service Items Carried Out in Dealing With Your Data**

Input the information onto the manual template using:

- **The data item heading**
- **A plain English description**
- **The client value held on CMS2012 (NRP, QC etc)**



For more information on where to retrieve relevant information on the system refer to [Case Summary](#), [Contact Summary](#) and [Letters \(outbound\) - Financial Information](#).

29. Go to the section - **Cases in your casegroup (as an NRP)**, search the following sub sections for these defects, where defects are found, redact the information and add the correct detail to the template::
 - **Payments made towards your case(s)-Case Group Account Balance** – Check the Current Balance and Due Balance match the values on the case
 30. Go to the section **Personal Details**, search the following sub sections for these defects, where defects are found, redact the information and add the correct detail to the template:
 - **Record of Assets-Asset: Property Details** – the asset values must be recorded as monetary values
 - **Your Promise to Pay-PROMISE TO PAY** – The "Date (Unused)" field is not required
 - **PERSON-Person Details (Name, age, basic details etc)** – Check the Lasting/Joint POA (Power of Attorney) field is the same as the system
 - **Relationships with other Parties/External Organisations-PERSON:External Organisation/s** – Check the client rep is included (where applicable) on the report
 31. Go to the section **Enforcement Action**, search the following sub sections for these defects, where defects are found, redact the information and add the correct detail to the template:
 - **PERSON:ENFORCEMENT ACTION-Court presentation** – Check the "Summons to be reissued to NRP" field
 - **PERSON:ENFORCEMENT ACTION-Sanctions Eng and PERSON:ENFORCEMENT ACTION-Default England & NI** – Check the report shows the "Type", "LOI issued date to NRP", "Sanction Type" and "LO current arrears balance" data
 - **PERSON:ENFORCEMENT ACTION-CMEC or NRP appeals** – Amend the date format to dd/mm/yyyy
 - **PERSON:ENFORCEMENT ACTION - LO - Sheriffs Court** - Amend the wording used to the following "Payment received in GBP against LO" & "Outstanding payment in GBP against LO"
 - **PERSON:ENFORCEMENT ACTION - LSDO** - If the LSDO reference number has pulled through, if it has not, complete the following actions to locate it;
 - Select the Go To Contact button
 - Query for Service Requests linked to the Contact, specifically Enforcement/Take Enforcement Action/LSDO set up
 - Select Enforcement SR hyperlink
 - Select the Evidence sub view
 - Select the Evidence Name hyperlink
 - Select EJO/LSDO/Disclosure Asset Forms sub view
 - Select LSDO Generation row, if present, and record the LSDO reference number
 32. Go to the section **Cases in your casegroup as PWC/PeWC**, search the following sub sections for these defects, where defects are found, redact the information and add the correct detail to the template:
 - **CASES - Basic Case Details** – The PWC Habitually Resident field must show "PeWC" when it is a PeWC SAR
 - **CASES - METHOD OF PAYMENT TO** – Check the Financial Account Type field says PeWC and not a PWC for a PeWC SAR
 - **CASES - Basic Case Details** – When the SAR request is for a CiS (Child In Scotland), add the correct information to the report i.e. Update all title fields to add CiS at the end
 - **CASES - Basic Case Details** – Check the basic case details have pulled through for CiS cases
 33. In the section **Service Items Carried Out in Dealing With Your Data**, search the following sub sections for these defects, where defects are found, redact the information and add the correct detail to the template:
 - **WORKITEM - PERSON: WORKITEM** - Update the Weekly Liability Amount value (not shown in the correct format i.e. "80"), to show "£80.00"
 34. Print the manual template, ask the TL to check the redacted report and template for accuracy. Once cleared by the TL, scan the report and template back onto the system. For more information refer to [Scanning – Local](#).
- TL must delete the templates from the shared folder at the end of each day.
35. After 24 hours the redacted documents are available on the system. Within the activity plan, select the **Original Letter Outbound Correspondence ID** hyperlink to return to the correspondence screen and select **Get SAR Report**. The redacted documents are displayed alongside the original attachments (the original attachments are easily identified as they have a chosen value).
 - A validation message may generate advising users to populate **Report Generated Date** - this is incorrect, and instead fill in **Report Requested Date** field.

36. To check if outbound correspondence has been issued to a client, thier employer or a third party, and should be included in the letters returned by the Get Correspondence function for the SAR report, take the following actions as per **steps 37 - 40**.
37. Temporarily populate the **Case Number** field in the SAR SR, and select **Go To Case**.
38. Within the Activities View select **Query** to filter out non letter activities by applying the following conditions: **Type: Letter - 0 Employees: Your Staff Number**.
39. Navigate to each correspondence via the **Correspondence ID** hyperlink. Where correspondence has a status of cancelled check the cancellation reason to determine if they letter has been clerically issued.
40. Once you have completed checking the correspondence navigate to the Process SAR SR, and remove the case number from the **Case Number** field, and **Ctrl + S**.
41. Select the drop down menu **Include In SAR** on each of the newly scanned redacted documents and choose the value **Selected**.
42. After selecting the **Generate** field, the system issues those attachments with a value of **Selected** to the requestor.
43. SARs are printed in paper format unless the client has specifically requested it in compact disc (CD) format.



SAR reports may be requested in alternative formats, e.g. braille or audio, by clients with special requirements. For more information refer to [Letters \(Outbound\) - Alternative Formats](#)

44. Telephony records can be produced in paper form by contacting the telephony provider and/or the management information team. In certain circumstances the request may be denied and colleagues must consider;
 - The limited time of the storage of telephony records
 - Whether the production of paper reports would be too complicated and/or costly
45. If telephony records have been requested gather telephony data via Verint and burn the files to a CD Rom. For guidance refer to [Verint](#) and the procedural exceptions tab (section marked Gather telephony data and Burn the files to CD Rom) To burn telephony data refer to **Gather Telephony Data** within the procedural exceptions tab.



Issue the entire call to the client as per section 7 of the DPA (1998). To obtain a call recording first locate the call and then simultaneously listen to and download the call once it is identified that it is the correct client on the call.

Dispatch SAR report

46. The report is dispatched along with CMSL5653 to the requestor. Retain a time stamped copy in document management system. For further information on issuing this letter refer to [Letters \(Outbound\) - Third Parties/Forward](#).
47. Close the SR as follows:
 - **Resolution Code = Valid SAR – Report Sent**
 - **Status = Closed**
 - **Sub Status = Completed**

Telephony Only Requests

1. Update the SR **Status** to **In Progress** and the **Sub Status** to **Additional Information Provided**.
2. Update the **Generate Report** field to **N**.
3. Set the **SAR Type** to **Telephony Only** and the **SAR Format** to **CD ROM**.
4. Select the **Activity Type** hyperlink for the **SAR report covering note**, then select the **Create Correspondence** button.
5. In the **Outbound Correspondence** view select the **Attachments** sub view and add **SAR Contact** in the contact applet.
6. Select the **Get Correspondence** button in the **All Attachments** applet, and mark all attachments as **Not Required** in the **Include in SR** column.
7. Select the **Generate** button in the **Correspondence** applet.
8. Return to the main procedure at **Step 41**.

Electronically Redacting Information

1. Open each document in Adobe Reader
2. Select the Enable editing button on the top right corner of the screen
3. Select Ok on the pop-up box
4. Press Ctrl and E, a properties box displays
5. Press the highlight text button, set the highlight colour to black and the opacity to 100% (only set this once for all documents)
6. Work through the document, making any redactions as necessary
7. Save and locally print a copy
8. Work through each of the remaining documents following the steps above (you will not need to set the highlight properties again)
9. Locally print and save a copy of each document.

10. Scan the documents together to Siebel, ensuring the scanner is set to the highest quality



Do not leave the scanned document on the scanner as this automatically deletes if left for longer than 30 minutes.

11. Email the scanned document to Xerox on internal.cmg@dwp.gsi.gov.uk removing your email signature. The scanned documents appear on the clients case/SR the following day.
12. Destroy any hard copies securely once emailed to Xerox.

Gather Telephony Data

1. To burn telephony data:
 - Insert the memory stick
 - Enter the password and select **Finish**
 - Select the **Ultra IPCC** shortcut, enter your user name and password when prompted
 - Enter the date range or telephone number/s required (prefix DNIS telephone numbers with 9 and remove all 0's from ANI telephone numbers) and select search
 - Locate and select the call, noting the date and time of call and security clearance
1. Download the call onto the memory stick as follows:
 - A security alert displays, select **Ok**
 - Close the error message and the micro soft media player
 - Minimise the Ultra screen
1. Open the intranet and enter your user name and password
 - Select **Go** and select on the link, <https://np-verult93csa/agdownloads/>
 - Open the **Kingston** file and save using client **Surname_01**
 - A message displays '**download has been successful**'
2. Convert the call as follows:
 - Select **start, programs, accessories, entertainment** and **sound recorder**
 - Open the drive with the memory stick saved and select your file (**Surname_01**)
 - Select **open, save as, change** and **sound selection**
 - Select the client name from the dropdown menu
 - Select the CD quality as **Ok**
 - Change the file name (add a **C** for converted) and **Save**, wait for the box with the green line to appear

Burn Report to CD ROM

1. If the client requests the report in CD Rom format, ask a designated user to burn the SAR report to disc using the designated computer.
2. Locally print the final SAR report and scan into the designated computer, saving in the SAR Report folder using **today's date**, the **client name** and **SCIN**. The file is created and saved as a PDF image.
For telephony data do not print the report, the audio data is stored on the memory stick.
3. Insert a blank CD into the CD Re-writer and from the start menu, select **Programs, Nero 8** and **Nero Express**.
4. Select **Data** and **Data CD** from the menu, select on **My computer**, highlight the SAR Report folder and select **Add** to add each file for burning.
Repeat this step for adding more files.
 For telephony records, select **Music** and **Audio CD**, selecting each file before selecting **Add**.
5. Select **Burn** to start the recording process and complete a CD label with the **client name, SCIN, date the report was produced** and the **type of information** requested where applicable eg date range
6. Once the burn process is complete, the following message is displayed; '**Burn process completed successfully**,' select **Ok** and **Next**. Select **No** when asked to save the report and **Close**.
7. Remove the CD Rom and place in the CD box and padded envelope. Delete all temporary files containing the SAR report once the process is completed.
Before posting the Audio CD insert the CD in the audio drive and check the recording. Open the Kingston folder and press **control** and **A** to delete. Remove the memory stick and store securely.

[CMSL5659 Request for another copy of SAR](#)

Issue this letter if the request is for a copy of the SAR to be issued. Select from the dropdown option to issue duplicate report or duplicate reports.

CMSL5657 Contact us regarding an address mismatch

Advise SAR subject to contact us as we have an address mismatch on the system

Information leaflet CMSB004, how to advise us we need to update the address we hold for you on our system

All fields in this letter are system generated, no manual intervention is required

CMSL5650 SAR form

Issue a SAR form to a client following query.

CMSL5651 Your subject access request fee has been refunded

Tell the SAR subject that we have arranged a refund of their £10 SAR fee.

All fields in this letter are system generated, no manual intervention is required

CMSL5653 Your subject access report is enclosed

To tell client who has submitted SAR that we have processed their request and the information they asked for is enclosed.

- If the client has requested a single SAR select 'Your subject access report is enclosed'
- If the client has requested a single SAR select also 'We're pleased to enclose your report containing all the relevant information'
- If the SAR has been delayed also include the paragraph 'We apologise for the delay in its arrival'
- If the client has requested more than one SAR select the paragraph 'Your subject access reports are enclosed'
- If the client has requested more than one SAR also include the paragraph 'We're pleased to enclose your reports containing all the relevant information'
- If the SAR's have been delayed also include the paragraph 'We apologise for the delay in their arrival'
- Add freetext to the field at the end of page if any further information or explanation needs to be added.

CMSL5654 Information about your subject access request

To tell client who has submitted SAR that it cannot be processed.

Select from the five bullet points the reason for the SAR being declined.

The paragraph 'the information you're asking for isn't covered by a subject access request' is automatically added by the system, if this paragraph is relevant complete the free text area to provide further information. If this paragraph is not needed select one of the following paragraphs and remove this one.

- If the request can be completed through normal business select the paragraph 'Your request can be completed through normal business channels'. Complete the free text field to include the department the request has been sent on to.
- If we haven't received requested information use the paragraph 'We haven't received the information we asked for'
- If we haven't received payment of the SAR fee use the paragraph 'We haven't received payment of the £10 administration fee'
- If we hold no data about the requestor use the paragraph 'No personal data about you is held'
- If we do not control the information that has been requested use the paragraph 'We do not control the information requested'. Complete the free text area to inform the requestor who controls the information, if not known complete with 'the correct organisation'

The paragraph 'we will refund the fee' is automatically added by the system, if we haven't received the fee remove this paragraph.

Once completed review the letter to ensure the correct information is provided.

CMSL5656 Receipt of your subject access request

Tell the SAR subject on receipt of fee and all information that we have received their request and are processing it.

Under the heading 'What this means for you' select the relevant options concerning the format of the SAR report:

- If the SAR has been requested as a print select the paragraph 'We will print out a report and send it to you'
- If the SAR was requested as a CD ROM, select 'We will put a report on a CD-ROM as requested and post it to you. Please note that we may need to supply a separate paper-based report containing data not held on computer'

- For a single SAR, select additionally the paragraph: 'You should get this report within 40 calendar days from the date of this letter'
- If more than one SAR is being sent, select the paragraph: 'You should get these reports within 40 calendar days from the date of this letter'

[CMSL5658 Your subject access request](#)

Letter to remind data subject of previous notification sent out and to provide the outstanding info. If we don't receive info in 20 days we will close the SAR and refund money.



This letter is split onto three main headings – a reminder for payment, a reminder for information and a reminder for information and payment. Select the heading that is applicable. You will need to select the relevant paragraphs within the headings you require.

Under the heading 'Reminder for information' add a freetext note as indicated, reminding the client of the information we had requested.

Under the sub heading 'What happens next' select one of the following:

- If a no fee has been paid, select paragraph - 'If we don't receive the information within 20 calendar days from the date of this letter then your request will be cancelled. You'll have to submit a new request if you still want to see a copy of your personal data'
- If a £10 fee has been paid, select paragraph - 'If we don't receive the information within 20 calendar days from the date of this letter then your request will be cancelled and your fee refunded. You'll have to submit a new request and pay another £10 fee if you still want to see a copy of your personal data'

Under the heading 'Reminder for payment' insert the service name that the SAR concerns.

Under the heading 'Reminder for information and payment' insert the service name that the SAR concerns and enter any free text fields applicable.

Add a freetext entry to remind the client of any information we have requested.

[CMSL5661 We need more information about your subject access request](#)

Letter to remind data subject on receipt of completed form when we still need further information. Assume 40 day deadline for returning info, with reminder being delivered around day 20 as info reminder gives a further 20 day deadline before request is cancelled.

Complete the free text to explain what information we require.

[BOM - Segments Summary](#)

[Call - Overview](#)

[Client Representative - Set Up](#)

[Correspondence \(Inbound\) - Linking](#)

[Correspondence \(Inbound\) - Summary](#)

[Credit/Debit Card - One Off Payment](#)

[Incident Management - Manage Incident Locally](#)

[Letters \(Outbound\) - Alternative Formats](#)

[Letters \(Outbound\) - Contingency](#)

[Payment - Manually Allocate](#)

[Payment - Non Standard](#)

[Secondary Access](#)

[Scanning - Local](#)

[Self Service Overview](#)

[Special Client Records - Request Temporary Access](#)

[Telephony Summary](#)

[Terminology Changes](#)

[Third Party - Set Up](#)

[Verint](#)

[Work Allocation](#)

[Work Management](#)

[Will the client be able to obtain copies of telephone records?](#)

Yes, in certain circumstances the request may be denied and colleagues must consider; the limited time of the storage of telephony records or whether the production of paper reports would be too complicated and/or costly.

How will a SAR be issued to the client?

SARs will be printed in paper format unless the client has specifically requested it in CD format.

Are there any timescales to reply to a SAR request?

Yes, if a SAR is received in a local business area, begin the Process SAR service request, attaching the inbound client contact to move the work item to the SAR Team. SAR's are to be issued to the client within 40 calendar days of receiving the SAR and the £10 SAR fee (where applicable).