



Data Subject Access Request Policy

This policy outlines the procedures for responding to Data Subject Access Requests (DSARs) in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR), the UK Data (Use and Access) Act 2025, and other relevant regulations.

This policy was last updated February 1st, 2026.

1. Data Processor Information

- Controller Name: Vertice Group Ltd
- Address: Vertice Technology Ltd, 3rd Floor 1 Ashley Road, Altrincham, Cheshire, WA14 2DT, United Kingdom
- Contact Information: data-privacy@vertice.one
- Data Protection Officer (DPO): Geric Chaplin, data-privacy@vertice.one

2. Definition of a Data Access Request

A Data Subject Access Request is a request made by an individual (the "data subject") to access their personal data held by Vertice. This includes information on how the data is processed, the purposes of processing, and details of any third parties with whom the data is shared.

3. Data Subjects Rights

Data subjects have the right to:

- Access their personal data and supplementary information.
- Request correction of inaccurate or incomplete data.
- Request deletion of their data under certain conditions.
- Restrict or object to processing under specific circumstances.
- Receive their data in a portable format where applicable.
- Withdraw consent where processing is based on consent.
- Obtain human intervention and contest decisions based solely on automated processing.

4. Submitting a request

Data subjects can submit DSARs through the following channels:

- **Email:** data-privacy@vertice.one
- **Postal mail:** Vertice Technology Ltd, 3rd Floor 1 Ashley Road, Altrincham, Cheshire, WA14 2DT, United Kingdom

The request should include the requester's name, contact details, and a clear description of the information requested.



5. Verification of Identity

To protect personal data, Vertice may request proof of identity before processing a DSAR. Acceptable forms of identification include government-issued ID, passport, or other verifiable documentation. Where possible, identity may be verified via existing authenticated account credentials to minimize additional data collection.

6. Response Timeframe

Vertice will acknowledge receipt of a DSAR without undue delay and respond within one month of receipt. If the request is complex, an extension of up to two months may be applied, with the requester informed of the delay and the reasons. The response timeframe will "stop the clock" while Vertice awaits necessary identity verification or clarification from the requester.

7. Fees

DSARs are generally free of charge. However, Vertice may charge a reasonable fee for excessive or repetitive requests, for additional copies of the data, or where the data subject is found to be abusing the right of access for purposes other than data protection.

8. Exemptions and Limitations

Vertice is only required to conduct reasonable and proportionate searches when responding to requests.

Certain data may be exempt from disclosure, including but not limited to:

- Crime and taxation
- Information required to be disclosed by law or in connection with legal proceedings
- Legal professional privilege
- Self-incrimination
- Information that would adversely affect the rights and freedoms of others
- Disclosure prohibited or restricted by an enactment
- Immigration
- Functions designed to protect the public
- Audit functions
- Regulatory functions relating to legal services, the health service and children's services
- Other regulatory functions
- Judicial appointments, independence and proceedings
- Journalism, academia, art and literature
- Research and statistics
- Archiving in the public interest
- Health data
- Social work data
- Education data
- Child abuse data
- Corporate finance
- Management forecasts



- Negotiations
- Confidential references

9. Data Disclosure Methods

Personal data are provided in a secure manner, such as through encrypted email or secure file transfer, ensuring compliance with data protection requirements.

10. Record Keeping

All DSARs and responses are documented and retained in compliance with legal and regulatory obligations.

11. Policy Review and Updates

This policy is reviewed annually or as required to comply with changes in legislation or company practices.

For further inquiries regarding this policy, please contact us at data-privacy@vertice.one.

12. Complaints regarding your Request

If you are dissatisfied with how we have handled your DSAR, you have a statutory right to lodge a complaint directly with Vertice before escalating to a supervisory authority. We will acknowledge your complaint within 30 days and investigate without undue delay.