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# Data subject access request guide





## Making a 'data subject access request' DSAR

By law, you have a right to request certain personal information and documents (data) that we hold about you. This guide is to help you understand the extent and limits of what information you can request from us, and that we must provide.

### What's important to understand first?

A DSAR is different to requesting a copy of your entire complaint case file, so please contact [complaints@propertyredress.co.uk](mailto:complaints@propertyredress.co.uk). If you are looking for:

- an update on your complaint
- the results or explanation about a decision
- general information about you
- documents that do not contain your personal data
- documents relating to the decision made
- how to make a review request, or to appeal a decision
- a way to complain about the service you have received from Property Redress

A DSAR gives you access to your personal data, but it may not include all documents needed for legal proceedings. Other legal processes may be more suitable if you are preparing for court.

### Is a DSAR right for me?

Making a DSAR will include requests such as:

- what personal information do we hold about you?
- can you have copies of emails or documents that contain your personal data?
- what information about you was used during your complaint process?

### What information might you receive?

If we hold personal data about you, we may provide information such as:

- your original complaint and the evidence you provided
- case notes that contain your personal data
- documents provided during the investigation where your data appears
- call recordings if you contacted us by phone
- emails or letters you sent to us
- communication between you and our staff



We will also explain:

- why we process your data
- how long we keep it
- who we may share it with
- why we are unable to provide any of the above
- why we can or cannot delete your data

## **Information we may be unable to share**

This may include:

### **Information about other people**

We must protect the privacy of others. This means we may remove or redact:

- member staff personal details
- third-party witnesses
- tenants or landlords not making the request
- internal contact details

### **Internal decision-making material**

Certain internal documents may be withheld if they are legally exempt.

### **Information not containing your personal data**

A DSAR only covers your personal data, not all documents in a complaint file.

### **Original formats**

We may be unable to provide copies of data in the same format it was originally provided to us. For example:

- if you raise a complaint online, this information is transferred into our system and a copy of the original form is not retained in your complaint record
- in some cases we may provide a summary of the information where it is not possible to provide a redacted copy of the original

## How to make a DSAR request

We use a secure platform called OneTrust to help us collate data requests. To make a request, you can:

- send us a request through our [online form here](#)
- send us an email with your request to [complaints@propertyredress.co.uk](mailto:complaints@propertyredress.co.uk)
- write to us at Property Redress, Studio 3, Limelight, Elstree Way, Borehamwood, WD6 1JH

Once we receive your request, OneTrust will email you confirming receipt. This will be followed up, once it has been allocated to the relevant team.

### Confirming your identity

Before we send any information, we may need to confirm your identity. This helps protect your personal data. We may ask for:

- proof of identity (for example, a driving licence or passport)
- confirmation of your email or address
- confirmation of your complaint reference number

### Timeframes

Once we receive your request and where necessary verified your identity, we will respond within one calendar month, as required by the UK General Data Protection Regulations. If your request is complex or involves a large amount of information, we may extend this by up to two additional months. If this happens, we will let you know.

### Sending you your data

Your information will normally be sent through the OneTrust portal where you will be able to securely access and download the information to your device in a secure and readable format. If you have any problems accessing your data, if you would like to complain about how we have handled your request or if you have any questions you can respond via the portal by adding a comment or by emailing us.

## Your rights

If you believe we have not handled your request correctly, you have the right to raise a concern with the [Information Commissioner's Office](#), the UK's data protection regulator.

| 0333 321 9418 | [info@propertyredress.co.uk](mailto:info@propertyredress.co.uk) | [propertyredress.co.uk](https://propertyredress.co.uk)

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