



CLICK4GROUP GDPR Subject Access Request Policy

Who We Are (The Company)

Click4Group.co.uk, Click4Warranty.co.uk and Click4Gap.co.uk are all trading styles of Future 45 Limited (The Company)

ADDRESS Trident Court, 1 Oakcroft Road, Surrey, KT9 1BD

COMPANY REGISTRATION No 5407413

DATA PROTECTION REGISTER No Z933878X

FINANCIAL CONDUCT AUTHORITY (FCA) No. 461102

0208 819 3424

email@click4group.co.uk

Scope Of The Policy

All personal data processed by The Company is within the scope of this procedure.

Data subjects are entitled to obtain:

- Confirmation as to whether The Company is processing any personal data about the individual
- Access to their personal data
- Any related information

What Is A Subject Access Request?

The 'right of access' for individuals to personal data that has been collected concerning him or her, and to exercise that right easily and at reasonable intervals, in order to be aware of, and verify, the lawfulness of the processing.

Subject Access Request Procedure

Subject access requests (SAR's) can be made in any form, including through email, phone call or web contact forms.

Required Information

- Full name
- Address
- Contact telephone number
- Any Account / reference numbers we may have
- Details of your request

Subject Access Request Response Time

We will respond to your request without delay and within a month. Where requests are complex or numerous, we are permitted to extend the deadline to three months, but we will still respond within a month to explain why the extension is necessary.

If we have doubts about the identity of the person making the request, we may ask for more information and/or proof of identification. If this happens, we will advise without undue delay, and within one month, that we need more information. We do not need to comply with the request until we have received the additional information.

Two copies of forms of identification may be needed (the signature on the ID must be cross-checked) which can be:

- Passport
- Driving licence
- Birth certificate
- Utility bill (from last 3 months)
- Bank statement (from last 3 months)



GDPR SUBJECT ACCESS REQUEST POLICY

Subject Access Request Fee

In most circumstances, the information requested will be provided free of charge. However, we are permitted to charge a “reasonable fee” when a request is manifestly unfounded, excessive or repetitive. This fee must be based on the administrative cost of providing the information.

How We Complete A Subject Access Request

Once received, the request is immediately forwarded to the Data Protection Officer (DPO) who is responsible for the application, handling and effective working of Subject Access Requests (SARs).

The documents provided will be reviewed to identify whether any third parties are present, and either remove the identifying third party information from the documentation or obtains written consent from the third party for their identity to be revealed.

We will ensure the requested data is collected within the specified time frame. Collection entails:

- Collecting the data specified by the data subject, or
- Searching all databases and all relevant filing systems (manual files) in The Company, including all back up and archived files (computerised or manual) and all email folders and archives.

In certain circumstances, data being held or processed does not have to be provided. These include, but are not limited to: -

- National security
- Crime and taxation
- Regulatory activity
- Publicly available information
- Corporate finance
- Confidential references
- Management forecasts
- Legal advice and proceedings

Once all the data has been collected, we will provide the following, in a permanent form, with an explanation of any technical or complicated terms

- Details of personal data we hold
- How the personal data was obtained
- The purposes for processing
- Who, if anyone, it has been shared with
- How long the personal data will be stored

For us to complete a Subject Access Request, the data must be held by us.



GDPR SUBJECT ACCESS REQUEST POLICY

Your Right To Request Rectification Or Erasure

If you request rectification or erasure, restriction or objection, relative to the personal data being processed, we will remove or amend the personal data on our systems, records and processing operations.

If we have shared your personal data with any organisation, we will contact them to advise: -

- You have withdrawn consent
- object to the processing of your personal data in whole or part
- are no longer under legal obligation
- your personal data has been unlawfully processed.

Your Right To Lodge A Subject Access Request Complaint

If you're unhappy with our response, or if you need any advice, you should contact the Information Commissioner's Office (ICO).

- ICO helpline
- Telephone: 0303 123 1113
- You can also visit their website <http://www.ico.org.uk/complaints> for information on how to make a data protection complaint.

More Information

If you're looking for more information, please let us know by contacting our Data Protection officer by telephone, email or post. All contact details are available at the top of this document.