

Subject Access Request Policy

Document Owner: Rachel Richardson

Approval Date: 23 April 2026

Review Date: April 2027

Version: 1.0



Introduction

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, individuals have the right to request access to the personal data that Open Voice Lab Ltd holds about them. This is known as a Subject Access Request (SAR).

Open Voice Lab Ltd is committed to handling all Subject Access Requests promptly, transparently and in accordance with our legal obligations.

What is a subject access request?

A Subject Access Request is a written request from an individual - known as a data subject - asking to see the personal data an organisation holds about them. This right applies to anyone whose personal data Open Voice Lab Ltd processes, including:

- Clients and prospective clients
- Associates and contractors
- Panel and network members
- Survey or consultation respondents (where data is not fully anonymous)
- Job applicants
- Any other individual whose personal data we hold

How to make a subject access request

Requests can be made in any format - in writing, by email or verbally. However, we encourage written requests to ensure clarity. Requests should be directed to:

Email: info@openvoicelab.co.uk

Post: Open Voice Lab Ltd, College House, 2nd Floor, 17, King Edwards Road, London, HA4 7AE

We do not require individuals to use a specific form or to state that they are making a Subject Access Request - any request to see personal data we hold about someone will be treated as a SAR.

Verifying identity

Before responding to a Subject Access Request, we may need to verify the identity of the person making the request. This is to protect individuals from their data being disclosed to someone else.

We will ask for reasonable proof of identity - for example a copy of a driving licence or passport. We will not ask for more information than is necessary for this purpose.

Where a request is made on behalf of another individual - for example by a parent on behalf of a child, or by a solicitor on behalf of a client - we will ask for evidence of the authority to act on that person's behalf.

Timescales

We will respond to all Subject Access Requests within one calendar month of receiving the request - or, where identity verification is required, within one calendar month of receiving satisfactory verification.

Where a request is complex or we have received a number of requests from the same individual, we may extend this period by a further two months. If we do so, we will inform the individual within the first month, explaining why the extension is necessary.

What we will provide

In response to a valid Subject Access Request, we will provide:

- Confirmation of whether we hold personal data about the individual
- A copy of the personal data we hold
- Information about why we hold it, the lawful basis for processing, and how long we intend to keep it
- Details of anyone the data has been shared with
- Information about any automated decision-making that applies to the individual

Where data is held in a format that is not easily readable, we will provide it in a clear and accessible format.

Exemptions and limitation

There are circumstances in which we may be unable to provide all or part of the requested data. These include where:

- Providing the data would reveal information about another individual who has not consented to disclosure
- The data is subject to legal professional privilege
- The request is manifestly unfounded or excessive - for example where an individual repeatedly makes the same request with no new basis for doing so

Where we are unable to fulfil all or part of a request, we will explain why and inform the individual of their right to complain to the ICO.

Third party data

Where personal data we hold about an individual also contains information about a third party, we will consider carefully whether it is appropriate to disclose that information. We may redact third party information where disclosure would be unfair to that person.

No fee

We will not charge a fee for responding to a Subject Access Request unless the request is manifestly unfounded or excessive, in which case we may charge a reasonable fee to cover administrative costs. We will always inform the individual before applying any charge.

Logging and recording

All Subject Access Requests received by Open Voice Lab Ltd will be logged, including:

- The date the request was received
- The identity of the requester
- The date a response was provided
- A summary of what was provided or withheld and the reasons

This log will be retained for a minimum of three years and made available to the ICO on request.

Responsibility

Overall responsibility for handling Subject Access Requests sits with the Directors of Open Voice Lab Ltd. Any member of the team or associate who receives a Subject Access Request - in any format - must notify a Director immediately so that the request can be logged and actioned within the required timescale.

Complaints and appeals

If an individual is not satisfied with our response to a Subject Access Request, they should contact us in the first instance at info@openvoicelab.co.uk.

If they remain dissatisfied, they have the right to lodge a complaint with the ICO:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

Website: ico.org.uk

Related policies

This policy should be read alongside Open Voice Lab Ltd's Data Protection Policy.

Policy review

This policy will be reviewed annually or sooner if there are changes to our activities or the legal framework governing data protection.

Approval

Signed: Rachel Richardson

Position: Director

Date: 23 April 2026