



# OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK

Reply to: Claire Buckley

Tel No: 01953 424455

13<sup>th</sup> October 2017

Dear Member of the Public

## **Freedom of Information Request FOI/OPCCN/126**

I am writing in connection with your email dated 19<sup>th</sup> September 2017, in which you requested the following information:

**“Individuals have a right, commonly referred to as a subject access request (SAR), created by section 7 of the Data Protection Act. I am writing to you under the Freedom of Information Act 2000 to request the following information regarding your processing of subject access requests:**

- 1. How many subject access requests did you receive the identifying paperwork for and process in 2014?**
- 2. How many subject access requests did you receive the identifying paperwork for and process in 2015?**
- 3. How many subject access requests did you receive the identifying paperwork for and process in 2016?**
- 4. How many subject access requests you rejected in 2014?**
- 5. How many subject access requests you rejected in 2015?**
- 6. How many subject access requests you rejected in 2016?**
- 7. What was the average cost for you to process a subject access request in 2014?**
- 8. What was the average cost for you to process a subject access request in 2015?**
- 9. What was the average cost for you to process a subject access request in 2016?**
- 10. How much do you charge an individual to process a subject access request?**

**Please provide this information to me via my email address: [sean.campbell@exonar.com](mailto:sean.campbell@exonar.com). If you have queries regarding this request, I can be reached via email or you can call me on 01635 888581.**

**If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.”**

I have reviewed our records and I can advise the following:

**1. How many subject access requests did you receive the identifying paperwork for and process in 2014?**

None

**2. How many subject access requests did you receive the identifying paperwork for and process in 2015?**

None

**3. How many subject access requests did you receive the identifying paperwork for and process in 2016?**

None

**4. How many subject access requests you rejected in 2014?**

None

**5. How many subject access requests you rejected in 2015?**

None

**6. How many subject access requests you rejected in 2016?**

None

**7. What was the average cost for you to process a subject access request in 2014?**

£0

**8. What was the average cost for you to process a subject access request in 2015?**

£0

**9. What was the average cost for you to process a subject access request in 2016?**

£0

**10. How much do you charge an individual to process a subject access request?**

£10

Yours sincerely

*CBuckley*

Claire Buckley

Freedom of Information Officer

Office of the Police and Crime Commissioner for Norfolk.

## Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write, in the first instance, to:

Mark Stokes  
Chief Executive  
Office of the Police and Crime Commissioner for Norfolk  
Building 8  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk  
NR18 0WW

Telephone: 01953 424455

Fax: 01953 424462

Email: [opccn@norfolk.pnn.police.uk](mailto:opccn@norfolk.pnn.police.uk)

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Officer recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at [www.ico.gov.uk](http://www.ico.gov.uk)