



SUBJECT ACCESS REQUEST (SAR) GUIDANCE

Please read these guidance notes fully before filling in the form. The notes contain important information about how the form should be completed.

1. Your right of subject access

You are entitled to be told if the Disclosure and Barring Service (DBS) holds any information about you and if so to be provided with a copy of that information. This is called the 'Right of Subject Access'. These rights are governed by the Data Protection Act 1998. When you make an application for subject access to the DBS, we must:

- tell you whether we hold any data on you; and
- give you a copy of this data in a clear form.
- We are required to fulfil your request within 40 calendar days of receiving all of the following:
 - Subject Access application form;
 - sufficient documentation to verify your identity;

The fee should be in the form of a cheque, bank transfer or via PayPal. You can request bank transfer and PayPal account details by emailing us at gdpr@youpresent.co.uk

2. Information we hold

The type of information you will receive under subject access will depend on the following factors:

- Whether you have purchased one or more products from YOUpresent.
- Whether you have subscribed to receive communications from YOUpresent, for example, subscribing to our blog or participating in a product beta program.
- Whether you have provided product feedback via our online form submission at <http://youpresent.co.uk/no-navigation/product-feedback/> or <http://youpresent.co.uk/no-navigation/uninstall-feedback/>
- Whether you have used the contact us page at <http://youpresent.co.uk/contact> to request YOUpresent to contact you.

Depending on the above interaction with YOUpresent, personal data may comprise one or more elements from the following:

| | Product Purchase | Subscription/Contact/Feedback |
|--------------------------|------------------|----------------------------------|
| First Name | ✓ | ✓ |
| Last/Surname/Family Name | ✓ | ✓ |
| Email address | ✓ | ✓ |
| Telephone number | ✗ | Only if you asked us to call you |
| Postal Address | ✓ | ✗ |



We do not hold any personal information regarding payment methods such as credit card data as this is managed by our e-commerce provider, Digital River.

3. Verifying your identity

Before we are able to release any of your data, we must be sure of your identity. Your application must be accompanied by a minimum of two original pieces of official identity documentation which between them provide sufficient information to prove your name, date of birth, current address and signature. Examples of this are:

Document 1

- Driving Licence*
- Birth/Adoption Certificate
- Passport

*please note that we are unable to accept counterpart driving licences issued after 1998 in line with changes introduced by the DVLA from 8 June 2015 as they no longer have any legal status.

Document 2

- Utility Bill i.e. gas/electricity/telephone bill
- Official document i.e. correspondence from bank/building society

The above should be no more than 3 months old.

All documents must be originals. We will not accept photocopies. We advise that you send in your identity documents via secure means. Your documents will be held securely by YOUpresent and sent back to you as soon as we have verified your identity.

4. Completing the Application Form

The application form has been designed for ease of use. Please ensure that you complete all the necessary questions.

5. Enforced Subject Access

Under Section 56 of the Data Protection Act, it is an offence for a person to require you to apply for information from the Disclosure and Barring Service for the purposes of:

(a) Recruitment

(b) Your continued employment, or



(c) For any contract for the provision of services

If you have been required to complete this form for any of the above reasons, the person asking you to do so may have committed an offence. If this is the case please contact the YOUpresent Subject Access Department.

6. Contact details

Please send completed application forms to:

GDPR Department
YOUpresent Ltd.
Chantecler
Altwood Bailey
Maidenhead
SL6 4PQ

If you have any questions please direct these to gdpr@youpresent.co.uk

Alternatively, you can call YOUpresent on +1 952 856 3806

You can also find further information about Data Protection within YOUpresent at <http://youpresent.co.uk/gdpr>

7. SAR Complaints

If you are dissatisfied with the way your SAR application has been processed and/or wish to dispute any information contained within the SAR information received, you can request a review by the Data Protection Officer by using the contact details above.

Please note: We are only able to amend information that is owned by YOUpresent. If your dispute is relating to information that has been provided to us by a third party you will need to raise this separately with the owner of the information.

Please note – YOUpresent retains Subject Access information for a maximum of 6 months in case of review. After 6 months the copy of the Subject Access information is securely destroyed.