



19<sup>th</sup> February 2024

CITB  
Head Office  
Sand Martin House  
Bittern Way  
Peterborough  
PE2 8TY

Email: [information.governance@citb.co.uk](mailto:information.governance@citb.co.uk)  
[www.citb.co.uk](http://www.citb.co.uk)

Dear [REDACTED],

**Freedom of Information Request: 432023**

Following your email dated 12<sup>th</sup> February 2024 requesting the following:

**QUESTION 1:**

Please advise how many Data Subject Access Requests (hereafter referred to as SARs) you received and responded to in 2021, 2022 and 2023 relating to employees (past or present) and other requests (e.g. customers, general public, service users etc).

	Number of SARs requests in 2021	Number of SARs requests in 2022	Number of SARs requests in 2023
Employees (past and present)			
Other (e.g. customers, general public, service users)			

The next few questions relate to the SARs process which includes collating (pulling the data together from across your organisation/department), redacting the data, pulling the information/ data together into a response and checking the information before issuing it to the requestor.

**QUESTION 2:**

When responding to SARS do you manage the process in-house, or do you outsource the whole or part of the process? And if conducted in house please specify the name of the team/function that is responsible for this part of the process (eg Data Privacy, HR, etc).

If for example you outsource one type of SAR (e.g. employee) but complete others (e.g. citizen/customer) inhouse, please provide details.

	In house (please specify)	Outsourced
Collating the data (pulling the data together from across your organisation/department),		
Redacting the data		
Pulling the information/ data together into a response		
checking the information before issuing it to the requestor		

**QUESTION 3:**

Approximately how many working hours does it take to pull together a typical SARs response, this includes the time taken to collate and redact the information, and putting the information together for issuing?

**QUESTION 4:**

What is the estimated percentage of handwritten documentation within a typical SAR response?

The response is as follows:

**QUESTION 1:**

Please advise how many Data Subject Access Requests (hereafter referred to as SARs) you received and responded to in 2021, 2022 and 2023 relating to employees (past or present) and other requests (e.g. customers, general public, service users etc).

	Number of SARs requests in 2021	Number of SARs requests in 2022	Number of SARs requests in 2023
Employees (past and present)	5	1	1
Other (e.g. customers, general public, service users)	25	19	54

The next few questions relate to the SARs process which includes collating (pulling the data together from across your organisation/department), redacting the data, pulling the information/data together into a response and checking the information before issuing it to the requestor.

**QUESTION 2:**

When responding to SARS do you manage the process in-house, or do you outsource the whole or part of the process? And if conducted in house please specify the name of the team/function that is responsible for this part of the process (eg Data Privacy, HR, etc).

If for example you outsource one type of SAR (e.g. employee) but complete others (e.g. citizen/customer) inhouse, please provide details.

	In house (please specify)	Outsourced
Collating the data (pulling the data together from across your organisation/department),	Information Governance	Enabling Partner (SSCL)
Redacting the data	Information Governance	
Pulling the information/ data together into a response	Information Governance	
checking the information before issuing it to the requestor	Information Governance	

**QUESTION 3:**



Approximately how many working hours does it take to pull together a typical SARs response, this includes the time taken to collate and redact the information, and putting the information together for issuing?

We do not hold this information

QUESTION 4:

What is the estimated percentage of handwritten documentation within a typical SAR response?

We do not hold this information

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Strategy and Policy Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email [adrian.beckingham@citb.co.uk](mailto:adrian.beckingham@citb.co.uk).

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. You can raise a complaint with the ICO via their portal [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints) or by contacting them at

Information Commissioner's Office  
Wycliffe House  
Water Lane,  
Wilmslow, Cheshire,  
SK9 5AF  
Tel: 0303 123 1113 (local rate)

Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely  
Jonathan Francis  
Information Risk & Data Governance Manager