



PrePark Subject Access Request Procedure

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Internal procedure for handling Subject Access Requests (SARs) and related access requests under UK data-protection law.

1. Recognising a SAR

A SAR does not need to use the words “subject access request” and can be made verbally, in writing or through social media. Any request for a person's own personal data should be escalated to the privacy lead promptly.

2. Log and acknowledge

1	Create a request record with the date received, requester, scope, owner and deadline.
2	Acknowledge receipt and explain any identity information reasonably required.
3	If the request is unclear and clarification is reasonably required, ask focused questions without forcing the requester to narrow a valid request.

3. Time limit

Respond without undue delay and normally within one month. The period may be extended by up to a further two months where the request is complex or the person has made multiple requests; the requester must be informed of the extension and reasons within the initial month. Follow current ICO guidance on when the clock starts or may be paused for necessary clarification or identity verification.

4. Identity and authority

Verify identity only to the extent reasonably necessary. Avoid requesting excessive identity documents. For a third-party request, confirm the representative's authority to act for the individual.

5. Search

Conduct a reasonable and proportionate search across relevant systems, including account data, bookings, support messages, audit records, refunds, Host/customer communications held by PrePark, exports and other locations reasonably likely to contain the person's data.

6. Review and redaction

Review results for third-party personal data, legal privilege, crime/fraud prevention issues and other applicable exemptions. Redact or withhold only where a lawful basis exists and document the reasoning.

7. Response package

- Provide a copy of the personal data in a clear and accessible format.
- Include required supplementary information, such as purposes, categories, recipients, retention information, rights and source where applicable.
- Provide the information securely, taking into account sensitivity and the requester's verified contact details.



- Do not normally charge a fee. Any fee or refusal for a manifestly unfounded or excessive request must be justified and handled under current law/ICO guidance.

8. Record keeping

Retain the request, searches, decisions, disclosures and correspondence in the SAR log in accordance with the Data Retention Schedule.

9. Contact

SAR owner/privacy contact: info@prepark.co.uk Internal responsible person: [INSERT ROLE/NAME]