



## Data Subject Access Request Process

Crown Gas and Power is committed to the fair, transparent and lawful processing of all personal data. To support this, we have published this Data Subject Access Request Process which describes how you can contact us to request your personal data and how we will go about handling such requests. As the subject of your data, you have the legal right to access the personal data which we may have processed concerning yourself.

### Data Subject Access Request Process Summary

There are five stages to a Subject Access Request:

1. [Get in touch](#)
2. [Verifying your request and timeframe for response](#)
3. [Applicable Charging](#)
4. [Response](#)
5. [Next Steps](#)

### 1. Get in touch

To request the personal data which we have about you we request that you complete the Data Subject Access Request Form [here](#). Although this is not compulsory it will help us get a better understanding of what information you require and help us meet your expectations. This form can be submitted to the contact details below.

Should you not wish to complete a form then we would require a written request for information. Please send your information request, including what personal data you require, by either:

Email: [datamanager@crowngas.co.uk](mailto:datamanager@crowngas.co.uk)

Or alternatively write to us:

The Data Manager  
Crown Gas and Power  
Crown Point  
Heap Brow  
Bury  
BL9 7JR

For written requests we require that you provide us with a scope, with clear details as to what personal data items you require from us and, where you can, an idea of when such items could have been processed. Such information will allow us to process your request effectively. For example, you may wish to obtain a copy of a contract agreed in 2016.

As soon as we receive your request we will record and acknowledge it within two business days and provide you with a reference number. Upon validating your request, we may contact you to clarify your request and/or provide us with further information that we may reasonably need in order to find the personal data that you are requesting.

## 2. Verifying your request and timeframe for response

As we will be retrieving personal data it is important that we can confirm your identity. This will ensure that we do not release your data to anyone other than yourself. Crown Gas and Power are under no obligation to supply you with any information until we are satisfied that your identity can be confirmed. To this end we may also require proof of identification.

Upon confirming your identity we are committed to responding to your request within one month. However, if we are unable to meet this timescale then we will contact you and advise you of a new date for response. Note that we can only extend this to a maximum of 90 days following initial verification.

If we are unable to process your request then we will notify you as soon as we can and justify why this cannot be processed.

## 3. Applicable Charging

In most cases no fee will be charged for a Data Subject Access request. However, where we can prove that the request is unfounded or excessive we will be within our rights to charge an administration fee of £10.00. If this is the case we will contact you beforehand.

## 4. Response

Unless you inform us otherwise we will respond to your request electronically, although we can provide you with hardcopies upon request.

There may be circumstances where we will be unable to provide you with the personal data items that you have requested. These may include:

- Data has been deleted in line with our Data Retention policy
- We are under no obligation to release personal data which may belong to other individuals as part of the request, therefore unless we can obtain their consent then their identity will be redacted.

- Some types of personal data may be exempt. These may include legal advice, confidential references, intellectual property, crime and taxation.

Should we be unable to provide you with such information we will provide you with an explanation. Should you have paid an administrative fee this will be refunded.

## 5. Next Steps

We aim to provide a satisfactory response to all data subject requests. However, if you have a concern regarding how we handled your request or with how we have handled your personal data then we kindly request that you inform us about it first so that we can work with you in an effort to resolve it.

You can report a concern or raise a complaint with us initially by contacting us at [complaints@crowngas.co.uk](mailto:complaints@crowngas.co.uk) or contacting our customers service team on 0161 762 7744 who will pass you onto the relevant person.

If you are not satisfied with our proposed resolution to your complaint you can raise the matter directly with the Information Commissioner's Office (ICO). The ICO will take steps to address your concern and provide guidance and support to us so that we can put things right.

Crown Gas and Power is a **data controller**. We will provide you with our ICO identification on any relevant correspondence to yourself.

Details as to how to get in touch with the ICO or report a concern can be found on their webpage <https://ico.org.uk/concerns/>