

ID. Date of interview  
date 22/01/20

ID. Time interview started  
start 11:52:51

ID.end Completion date of interview  
Date 22/01/20

ID.end Time interview ended  
12:11:40

ID. Duration of interview  
time 18.82

**Start of new case**

Q1 Does the draft guidance cover the relevant issues about the right of access?

Yes

No

Unsure / don't know

If no or unsure/don't know, what other issues would you like to be covered in it?

Q2 Does the draft guidance contain the right level of detail?

Yes

No

Unsure / don't know

If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Q3 Does the draft guidance contain enough examples?

Yes

No

Unsure / don't know

If no or unsure/don't know, please provide any examples that think should be included in the draft guidance.

Q4 We have found that data protection professionals often struggle with applying and defining 'manifestly unfounded or excessive' subject access requests. We would like to include a wide range of examples from a variety of sectors to help you. Please provide some examples of manifestly unfounded and excessive requests below (if applicable).

Q5 On a scale of 1-5 how useful is the draft guidance?

1 - Not at all useful	2 - Slightly useful	3 - Moderately useful	4 - Very useful	5 - Extremely useful
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Q6 Why have you given this score?

The guidance states that the start of the one or three month time period for compliance is no longer delayed until the controller receives any requested clarifying information from the data subject. This is a significant change from the previous 2018 guidance, which delayed the start of the time period for compliance until the receipt of any requested clarification. If the ICO does not change its position, controllers will still be able to ask the data subject for further information/clarification, but the clock will continue to run over this period. As an employing controller, this is detrimental to our process and approach with data subjects. We take a collaborative approach and give explanation and seek clarity in an initial contact (either in person or by phone) and seek to agree the scope in the interests of the subject as well as the controller - namely, they receive what they are looking for.

Q7 To what extent do you agree that the draft guidance is clear and easy to understand?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Q8 Please provide any further comments or suggestions you may have about the draft guidance.

As per Q6 above, we'd like the guidance on when the clock starts to remain the same as the previous guidance.

Q9 Are you answering as:

- An individual acting in a private capacity (eg someone providing their views as a member of the public)
- An individual acting in a professional capacity
- On behalf of an organisation
- Other

Please specify the name of your organisation:

What sector are you from:

energy

Q10 How did you find out about this survey?

- ICO Twitter account
- ICO Facebook account
- ICO LinkedIn account
- ICO website
- ICO newsletter
- ICO staff member
- Colleague
- Personal/work Twitter account
- Personal/work Facebook account
- Personal/work LinkedIn account
- Other

If other please specify: