

ID. Date of interview  
date 29/12/19

ID. Time interview started  
start 11:15:12

ID.end Completion date of interview  
Date 29/12/19

ID.end Time interview ended  
11:24:49

ID. Duration of interview  
time 9.62

**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Q1 Does the draft guidance cover the relevant issues about the right of access?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Q2 Does the draft guidance contain the right level of detail?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If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Q3 Does the draft guidance contain enough examples?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If no or unsure/don't know, please provide any examples that think should be included in the draft guidance.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).

I don't have any examples - but I feel the new draft guidance is very helpful.

Q5 On a scale of 1-5 how useful is the draft guidance?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

It covers the range of cases I could envision for our organisation.

Q7 To what extent do you agree that the draft guidance is clear and easy to understand?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Q8 Please provide any further comments or suggestions you may have about the draft guidance.

1. I would like some more detailed guidance around the record keeping of a SAR. In particular, what level of record keeping is \*required\* and what level of record keeping is \*recommended\*. In particular, some guidance on retention horizons, and what (if any) anonymised records should be kept relating to a SAR after any retention horizons have passed. What would be most helpful would be an example of a the kind of record keeping for SARs which would be expected. 2. I would like some more guidance on the subject of emails. In particular an example along the lines of: A long term former employee has requested "all of their data". Their company email address contains their name and so would constitute as their data. They have been included on thousands of internal email addresses, most of which are general information and relate only to the former employee in that their email address is contained in the distribution list. Some emails however will require redacting as they contain information relating to other people. What would the expectation on a small business be to sift through all the emails applying appropriate redaction - or is there another way of responding to such a request? 3. Can you

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:

tails.com

What sector are you from:

pet food

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: