

## Subject Access Request Unit How to Create Specific Request

### Standard Operating Procedures (SOPS)

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## Table of Contents

Section	Section Heading
1	Creating a SAR
2	Check for related SARs
3	How to identify a Specific Request
4	Admin Notes page on Sabre
5	Creating the SARU Folder
6	Where to locate specific documents

## Introduction

A customer can ask for a certain piece of information rather than all of their data, we call these Specific Requests. This SOP explains how to set up Specific Requests. These are quicker to process as they contain less data than a full SAR.

## Section 1- Creating a new Sabre record

Read the SAR Form Section 2 to see if a Specific Request has been made and what documents are required.

Open Sabre – New Record in put the following

### Applicant details

1. Date Received
2. First name
3. Surname (Prefix with 11 for Specific request)
4. Nationality
5. Date of Birth
6. Assign to (i.e. FL Awaiting/EO Ready)

**NewSABRE**

Date Received: 16/11/2015  
Date in SAB: 16/11/2015

**SUBJECT:**

First Name:   
Surname:   
HO Staff? ☐

Nationality:   
Date Of Birth:

Assign To:

**Save** **Cancel**

Applicant must provide:

1. Fee Paid (date received)
2. Request Authorised (date received)
3. Subject identified (date received)

In the *Request Dates* tab - click tick boxes to note receipt, authority and date of the above.

SARDetail

Request Dates | Request Subject | Exemptions | Records | Caseworker Notes | Admin Notes

Serial No D [REDACTED]  
Jo Bloggs

Status: Waiting  
Caseworker: FL AWAITING  
Print Request  
Close Case

Date Received: 13/11/2015  
Date in SAB: 16/11/2015  
Completed Date / Partial Date / Interim Date: [REDACTED]  
Fees Paid: [REDACTED]  
Request Authorized: [REDACTED]  
Subject Identified: [REDACTED]

Data Correction  
By Subject  
By Bureau

FILE COPY

## Section 2 Check for Related Cases

From the *Request Subject* tab - click the Find Related button. If other cases for the subject come up, select and click Set Related. The cases will be linked. If date into IND is within 6 months of the previous SAR the request could be rejected if no action has been noted on CID.

Serial No DF [REDACTED]  
Jo Blogs [REDACTED]  
Status: [Waiting]  
Caseworker: [REDACTED]  
FL AWAITING [REDACTED]  
Print Request  
Close Case

Request Dates | Request Subject | Exemptions | Records | Caseworker Notes | Admin Notes

First Name [REDACTED] Nationality: PAK  
Surname [REDACTED] HQ Staff? ☐  
Date Of Br [REDACTED]

Set Related  
Find Related  
Unrelate

FILE COPY



### Section 3 - How to identify a Specific Request

Read Section 2 of the SAR form - this will tell you if it is a Specific Request. If the applicant has ticked 'All Data' then treat as a Standard SAR. If it is a Specific Request, input '11' at the beginning of the surname field. If unsure refer to zone manager.

SABDetail

Request Dates | Request Subject | Exemptions | Records | Caseworker Notes | Admin Notes

Serial No DP [REDACTED]

Status: Completed

Caseworker: [REDACTED]

Print Request

Close Case

Type	Reference	Status	is Amalgamated to	Casenotes	Papers	TB Ref
Ready to assign?		Not ready				
Signature Check		Checked				
Team						
Home Office		Received		Minutes copied	Copied	
Port & NASS		Amalgamated				
MODCU						
WP UK						
USMP						

Edit Manual Records

Type	Reference	Status	Location	Date Identified	Result Date
CID		Printed			
Warehouse		Not applicable			
Landing Card					
Finger Print Record					
ASYS					
DEMS					
Globe					
Adept					
Verification record					

Edit IT Records

Update notes to say what data is being requested - .Click 'Edit Manual Records' tab and input the type of record used to check ID, e.g. 'Residence Card' if we are not matching a signature to HO file.

If the required documentation is on Doc Gen the HO file does not need to be requested.

## Section 4 Admin Notes page

Update: Reps or the applicant with their address – e-mail & reference number.

Request Dates	Request Subject	Exemptions	Records	Caseworker Notes	Admin Notes
<div>Serial No DPL [REDACTED]</div> <div>Status: <span>Overdue</span></div> <div>Caseworker: <span>FL AWAITING</span></div> <div><a href="#">Print Request</a></div> <div><a href="#">Close Case</a></div>					
<div>Requestor: [REDACTED] Representative: <input checked="" type="checkbox"/></div> <div>Telephone No: [REDACTED]</div> <div>Case Cancelled: <input type="checkbox"/></div> <div>Notes: 04/09/15 Ask letter sent to rep Sent Ref: [REDACTED]</div> <div>Letters Sent: Ack - New App V3 04/03/2015</div> <div><a href="#">Edit Letters Sent</a></div>					

## Create the SARU Folder front cover

<b>PRIORITY No</b> <div style="border: 1px solid black; padding: 5px; display: inline-block; margin-top: 5px;">11</div>		<b>Specific Request</b>	
<b>SUBJECT ACCESS REQUEST</b>		<b>DPU REF:</b>	

<b>DATE REC'D IN UKRA</b>	<b>SMALL</b>	<b>MEDIUM</b>	<b>LARGE</b>
<b>FILE RECEIVED?</b>	<b>Y/N</b>	<b>AUTHORISATION RECEIVED?</b>	<b>Y/N</b>
		<b>PROOF OF ID RECEIVED?</b>	<b>Y/N</b>
		<b>Identified by:</b>	

**SUBJECT'S DETAILS:**  

<b>SURNAME</b>			
<b>FORENAMES</b>			
<b>DATE OF BIRTH</b>		<b>NATIONALITY</b>	

PAPER/PHYSICAL FILES (FILE REF)	HICK # IF RECORD ONLY?	DATE REQUESTED	RECEIVED - DATE AND NAME	FILE REQUESTED FROM	NOTES

FILED

IT RECORDS	DATE REQUESTED	ACTIONED OR RECEIVED? DATE AND NAME
<b>LANDING CARDS</b>		
<b>CO</b>	IDENTIFIED? Y/N	
<b>ASYS</b>	IDENTIFIED? Y/N	
<b>WAREHOUSE</b>	IDENTIFIED? Y/N	
<b>OTHER</b>		
<b>OTHER - SIGNATURE CHECK COMPLETED</b>	<b>Y/N</b>	<b>NAME &amp; DATE:</b>

CASEWORKER SENDING CASE TO 'CASE PREP'	<b>NAME</b>	<b>DATE</b>	
CASEWORKER WHO CORRID CASE	<b>NAME</b>	<b>DATE</b>	
CASEWORKER WHO COMPLETED CASE	<b>NAME</b>	<b>DATE</b>	

**DUE DATE :**

**DPU REF:**



## Section 6 Where to locate Specific data

Below is a list of different types of Specific Request, that may be received, but please note this list is not exhaustive.

Type of Specific Request	Where to find it
Landing Card	CID/ I-Search/Warehouse
Status	CID
Entry and Exits	NBTC
Visa Application Form	I-Search
Entry Clearance Visa	CID I-Search
Certificate of Naturalisation	REFER TO ZONE MANAGER
Marriage/Birth Certificate	HO File
Decision letters submitted for certain dates such as a letter on doc gen or a copy of a refusal letter	CID

**Important: Specific Requests must be marked as Priority 11 to aid speed of processing and workflow management.**