UK Visas
& Immigration

Subject Access Request Unit
How to Create Specific Request

Standard Operating Procedures (SOPS)

Standard Operating Procedure No.	1.0
Revision No:	
Original Date of Issue	26/01/2016
Revision Date:	[redacted]
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Approved by:	[redacted]

Table of Contents

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.

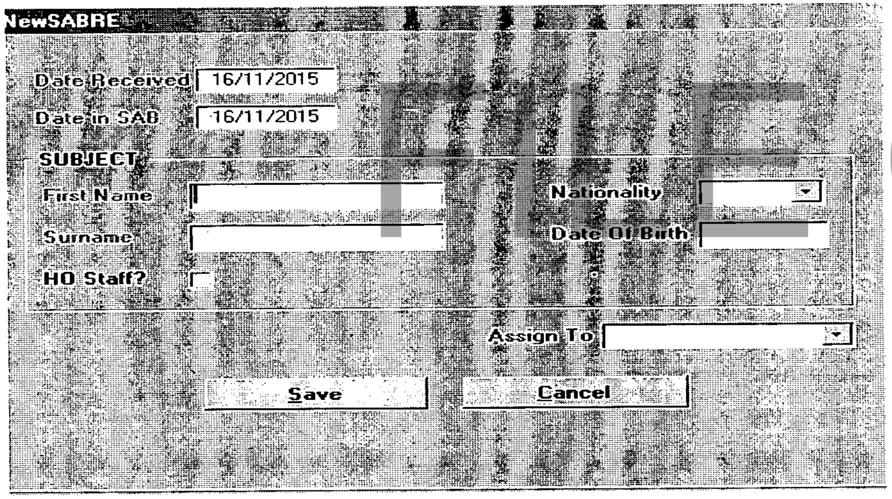
Section 1- Creating a new Sabre record

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

<u>Applicant details</u>

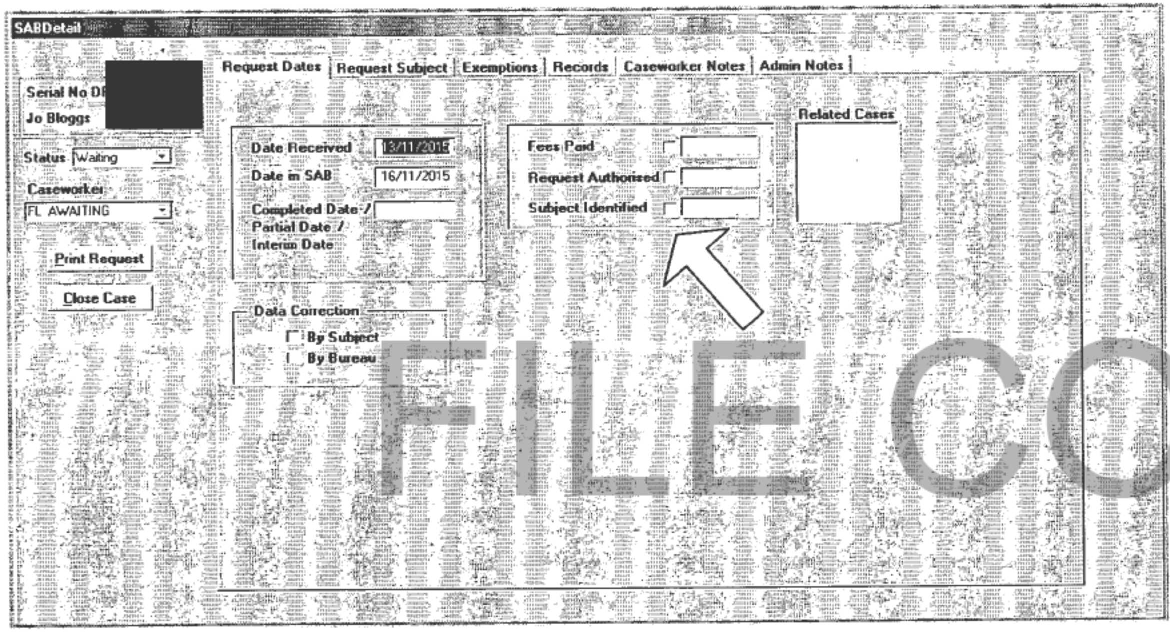
1. Date Received
2. First name
3. Surname (Prefix with 11 for Specific request)
4. Nationality
5. Date of Birth
6. Assign to (i.e. FL Awaiting/EO Ready)



Applicant must provide:

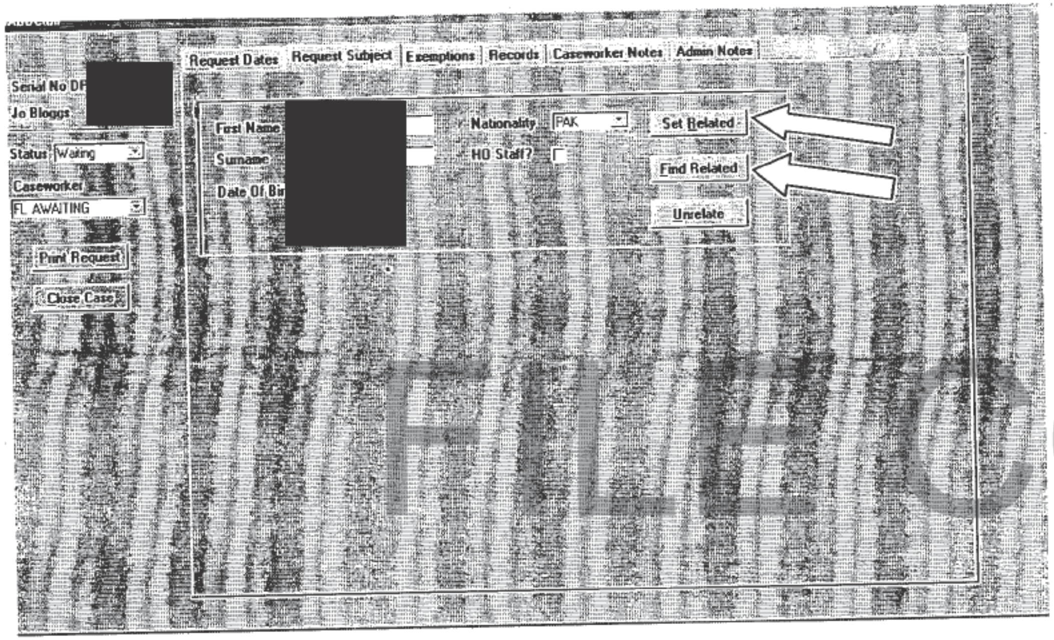
1. Fee Paid (date received)
2. Request Authorised (date received)
3. Subject identified (date received)

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



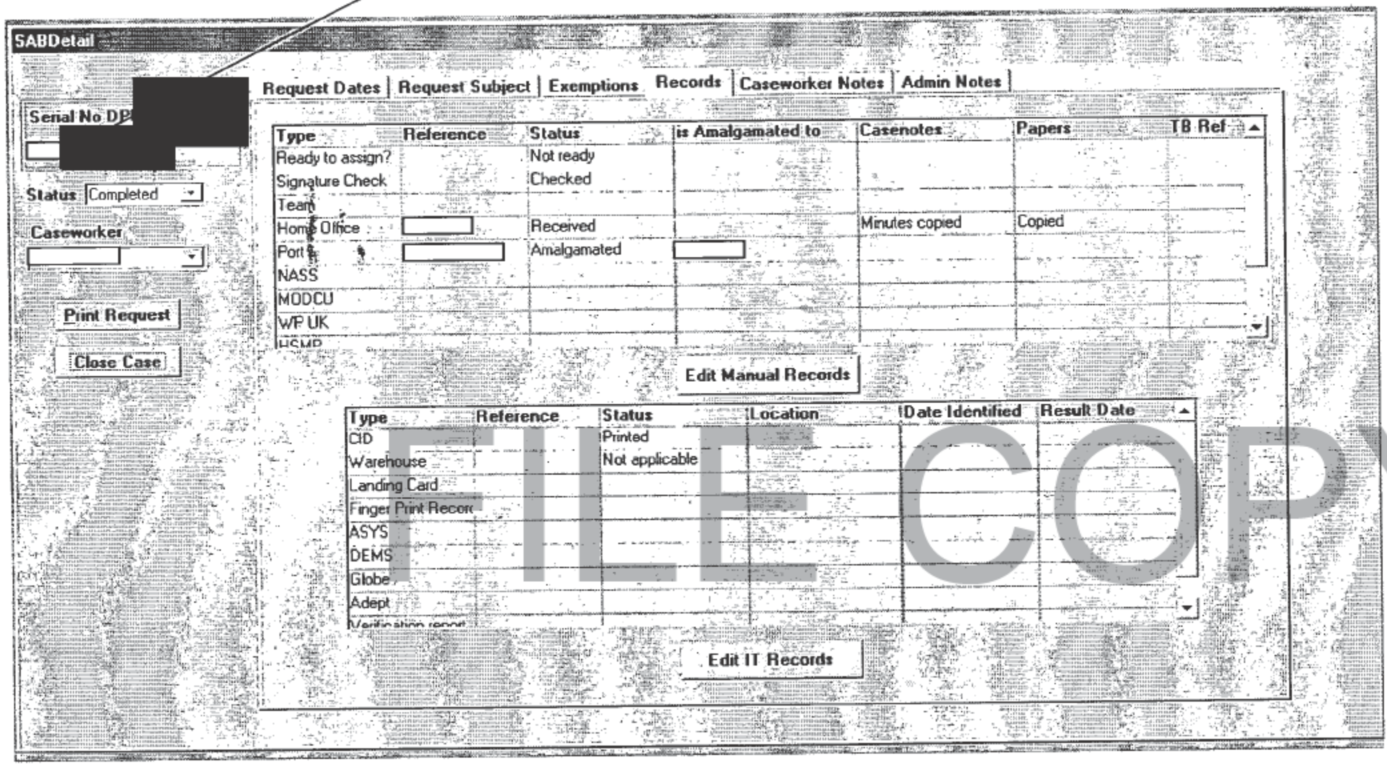
Section 2 Check for Related Cases

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.



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.



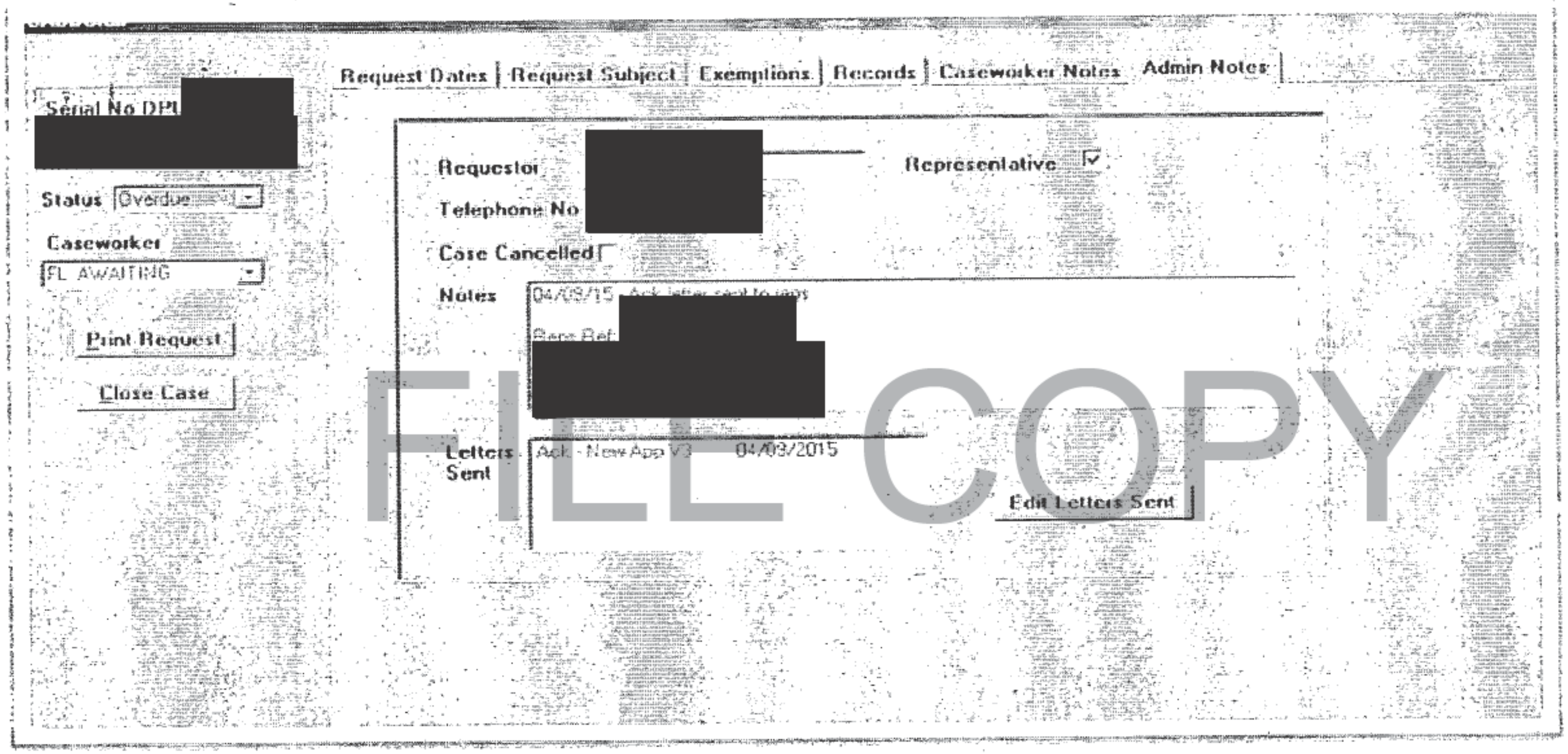
[redacted]

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.



Section 5 Creating the SARU Folder

Create the SARU Folder front cover
Input number 11 in Priority No. box at the top of the page and complete adjacent box with Specific Request.

PRIORITY No 11 Specific Request

SUBJECT ACCESS REQUEST **DPU REF:**

DATE REC'D IN UKBA		SMALL	MEDIUM	LARGE	
FEE RECEIVED?	Y / N	AUTHORISATION RECEIVED?	Y / N	PROOF OF ID RECEIVED?	Y / N	Identified by

SUBJECT'S DETAILS:

SURNAME			
FORENAMES			
DATE OF BIRTH		NATIONALITY	

PAPER/PHYSICAL FILES (FILE REF)	TICK IF IT RECORD ONLY?	DATE REQUESTED	RECEIVED – DATE AND NAME	FILE REQUESTED FROM	NOTES

IT RECORDS	DATE REQUESTED	ACTIONED OR RECEIVED? DATE AND NAME
LANDING CARDS		
CID	IDENTIFIED? Y / N	
ASYS	IDENTIFIED? Y / N	
WAREHOUSE	IDENTIFIED? Y / N	
OTHER -		
OTHER -		
SIGNATURE CHECK COMPLETED	Y / N	NAME & DATE

CASEWORKER SENDING CASE TO 'CASE PREP'	NAME:	DATE:
CASEWORKER WHO COPIED CASE	NAME:	DATE:
CASEWORKER WHO COMPLETED CASE	NAME:	DATE:

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.