
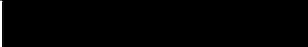




UK Visas  
& Immigration

## Subject Access Request Unit Standard Operating Procedures (SOPs)

### Handling requests for data of a deceased person

<b>Standard Operating Procedure No.</b>	0.21.0
<b>Revision No:</b>	0.21.0
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<b>Revised by:</b>	
<b>Approved by:</b>	



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## Background

This SOP outlines the process the SARU Correspondence Team should follow when a request is received for data where the subject is deceased.

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## UK Visas & Immigration

### **Introduction**

Legal representatives or individuals write to the Home Office (HO), asking for information or copies of records related to the immigration status of people who have passed away.

Requests may be received from:

- Representatives acting on behalf of relatives;
- Family members writing directly to the Home Office;
- Representatives requesting details of the deceased person's immigration status in connection with litigation action; or
- Other unrelated third parties.

### **Who processes these requests**

From 3<sup>rd</sup> June 2015 these requests are handled by the UKVI Customer Services Operations Team (CSO). Within CSO two teams will process the requests. The type of request determines how and which team SARU forward the request to.

### **Requests for immigration status of the deceased**

## Official

- Letter received in SARU Correspondence Team.
- SARU Correspondence Team member responds to the enquirer in writing (see annex A – you can find a copy of this template in Letter folder). Also return the sender any fee that may have been enclosed.
- The letter is then scanned and saved in the shared drive >> FOI >> Deceased.
- The file should be stored using the following naming convention - date received YYYY-MM-DD – Surname
- The Requests for Deceased Persons Data Spreadsheet is then updated noting date received, name and date forwarded to CSO.
- The original request should then be forwarded by GDS/courier to:



### **All other requests for personal data for the deceased**

- Letter received in SARU Correspondence Team.

## Official

- SARU Correspondence Team member responds to the enquirer in writing (see annex A – you can find a copy of this template in Letter folder). Also return the sender any fee that may have been enclosed.
- The letter is then scanned and saved in the shared drive >> FOI >> Deceased.
- The file should be stored using the following naming convention - date received YYYY-MM-DD – Surname
- The Requests for Deceased Persons Data Spreadsheet is then updated noting date received, name and date forwarded to CSO.
- The original request should then be forwarded by email to:  
• [REDACTED]

## Template letter used to acknowledge request and return fee

- This letter is to be used to acknowledge all requests for data where the subject is deceased.

Dear Sir/Madam

Thank you for your letter requesting the personal data of XXXXXXXXXXXXXXX received by the Home Office on XX XXXXX XXXX. Your request has been forwarded to the Customer Service Operation Team who deal with all requests for personal data where the subject is deceased.

A fee is not required for this request and I am therefore returning your cheque/postal order. The Customer Service Operation Team will contact you about your request.

Yours faithfully

Official

Subject Access Request Unit

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Enc: