

STANDARD SAR RESPONSE LETTER

This sample letter can be sent to anyone who submits a data protection Subject Access Request (SAR).



[insert customer name]

[insert address]

[insert date]

Dear [insert customer name]

Thank you for your enquiry. To provide you with the full details you have requested, we will first need to confirm your identity with photographic ID at one of our branches. Once this has been established at your earliest convenience, we will respond to your request within 28 days.

Alternatively, we have provided some information about how we handle your personal data. We hope that this will help to answer some (or all) of your questions, without having to provide the necessary ID.

- We only hold your information if you have directly enquired with us; or purchased a product or service from us; or had warranty work done by us. You may opt out of marketing any time at **(insert link)**.
- We only store basic contact details (name, address, email and phone numbers) and vehicle details.
- We store all your data securely in the EU or in line with EU regulations. Full details can be found in our privacy statement at **(insert link)**.
- All data we hold is stored securely, with limited access for essential staff members only. This is in line with EU regulations, with appropriate due diligence processes in place.
- We share your data with specific third parties, only to fulfil our contractual obligations with you. A full list can be found at **(insert link)**.

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- All third parties we share data with have undergone a due diligence exercise with us to ensure their data security measures are in line with our own, as documented in our privacy statement.
- We never sell your data on to third parties to market their own products to you.
- We record phone calls for monitoring and training purposes.
- For general enquiries, which do not lead to a purchase - we store your data for no longer than two years, unless you have opted out.
- For customers who purchase from us, we have a legal obligation to store your data from an HMRC perspective for 7 years. After this period, it will be destroyed.
- If you apply for finance, we will explicitly gain your permission separately to process your information. Your details will then be shared with additional agencies, as explained at the time you agree to apply for the finance. The finance company will aggregate information.
- We do not make automated decisions about you, but if you apply for finance our partner finance companies will. This is explained to you separately at the time you apply for finance and you can contact your finance company directly, as we only introduce you to them with your explicit permission at the time of application.
- We have never had any security breaches to our knowledge, and you will be informed if this ever occurs.
- Our staff have all been trained on GDPR regulations, which is included in our induction program. All staff sign to confirm their understanding of this.

I hope these answers are of use to you in understanding how we handle your data. For more information please visit our privacy policy at **(insert link)**.

Yours sincerely,

[insert staff name]

[insert position]