



**Gofynner am/
Please ask for:** Information Governance
and Compliance
Tel: 01443232000
E-bost/E-mail: DataProtection@southwales-fire.gov.uk
Our ref: IG000061
Dyddiad/Date: 13/01/2020

RE: Request for Information held by SWFRS

Your request ref: IG000061 has been dealt with under the Freedom of Information Act 2000.

You asked us:

- 1) What is the email address of the person in your organisation who is responsible for the management of Subject Access Requests / DPA Requests?
dataprotection@southwales-fire.gov.uk
South Wales Fire and Rescue Service uses a central inbox to manage Subject Access and Data Protection requests.
- 2) What percentage of Subject Access Requests have been responded to on time since 25th May 2018? If you do know have this figure please provide a figure for what you do have.

Please see chart below since May 2018:

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWHYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

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We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK



		SAR Total App & ID Received	Closed On Time	Not on time	Open	% on time
Financial Year	18/19	7	3	4		42.9
	19/20	11	7	4		63.6

3) On average how many SAR/DPA requests does your authority receive in a month?

Approx. 1 SAR (commencing with valid application and ID having being completed) This information was based on the data from the financial year 19/20 until December 31st 2019

4) How many SAR officers are employed by your organisation who work on Subject Access Requests?

None.

SWFRS do not have specific "SAR Officers" appointed, we have a team of 2 full time and one part time staff working within the Information Governance & Compliance Department and one Apprentice whose time is split between Departments on rotation, SAR makes up one aspect of the varied roles relating to Information Management.

5) What is the generic email address of the team which deals with SARs / DPA requests within your organisation?

dataprotection@southwales-fire.gov.uk

6) How many overdue Subject Access Requests do you currently have
None (We are not counting incomplete applications)

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If you have any queries regarding your Freedom of Information request, please contact us at Dataprotection@southwales-fire.gov.uk quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Officer
South Wales Fire and Rescue Service
Forest View Business Park
Llantrisant
CF72 8LX

If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

Information Governance and Compliance
Dataprotection@southwales-fire.gov.uk

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