

Right of Access Request

What is a Right of Access Request?

A Right of Access Request (RAR) is a customer's legal right under the General Data Protection Regulation (GDPR) to get a copy of the personal data that DWP holds about them. This was previously known as a Subject Access Request (SAR).

DWP must respond to RARs within **one calendar month** so it's essential they are identified as soon as possible so they can be processed.

How can requests be made?

A request can be made by completing an electronic form on GOV.UK at www.gov.uk/guidance/request-your-personal-information-from-the-department-for-work-and-pensions. However, customers may choose to make a request by letter, email, telephone, face to face or in a UC journal entry.

If a customer is unwilling or unable to use the digital channel, you may be asked to take details of a request over the telephone or face-to-face See [GDPR: the right of access](#).

Requests can be for any information that DWP holds about the customer in any format, for example electronic, paper or recordings. It might include requests for information from IT systems, call recordings, emails, decisions, opinions and trackers.

Right of Access requests may be confused with Freedom of Information requests. If the customer requests their own personal data then it is a RAR. If the request is for general information such as policy, handling a Freedom of Information request gives more information.

How to handle requests

A simple request such as "Proof that I am receiving benefit" or "My current benefit rates" can be handled as part of your normal job. If you are certain of the identity of the person making the request and can provide the information they have asked for, you should. A letter or screen print, for example, can be handed over or posted promptly.

Requests such as "...recordings of telephone calls..." or "...all the information you have about me..." require special handling and should be forwarded to the Right of Access Gateway Team at so that the team can respond as quickly as possible.

For more information see [GDPR: the right of access](#)