Data subject request kit

A step by step process, a request log and a reply template for when someone asks to see, correct or delete their personal data.

People can ask an organisation for a copy of their personal data, or ask for it to be corrected, deleted, restricted or moved. Requests can arrive by email, letter, phone, social media or in person, and do not need to use any special wording.

Process

1. **Recognise it.** Train front line staff to pass any request about personal data to the responsible person the same day.
2. **Log it.** Record the date received and the deadline in the log below.
3. **Confirm identity.** Ask only for what you need to be sure the person is who they say they are.
4. **Clarify if needed.** If the request is unclear, ask politely what they are looking for.
5. **Search.** Check systems, email, shared drives, paper files and suppliers who hold data for you.
6. **Review.** Remove information about other people unless you have their consent or another lawful reason to share it.
7. **Reply.** Send the response securely, in a clear format, within the time limit.
8. **Close.** Record what was sent and when.

Request log

Reference	Date received	Name	Type of request	Identity confirmed	Deadline	Date completed

Reply template

Dear [name],

Thank you for your request dated [date] about your personal data. [We enclose a copy of the personal data we hold about you / We have corrected / We have deleted] the information as you asked.

We use your data for [purposes], on the basis of [lawful basis]. We share it with [recipients] and keep it for [period]. [The data came from [source].]

If you have any questions, please contact [name] at [email]. If you are not satisfied with our response, you can complain to the Nigeria Data Protection Commission.

Yours sincerely, [Name, role, organisation]

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