

## Appendix 1 Subject Access Requests

<b>Corporate Services Actioned by IGU</b>												
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
No. SAR received (non-complex)	6	12	13	5	4	5	9	7	5	8	8	2
No. SAR received (complex)	1	0	0	2	1	0	0	0	1	0	1	2
Total SAR received	7	12	13	7	5	5	9	7	6	8	9	4
No. SAR completed on time	7	12	12	6	4	5	9	7	6	8	9	N/A
% SAR completed on time	100%	100%	92.30%	85.70%	80%	100%	100%	100%	100%	100%	100%	N/A

<b>Families and Communities</b>												
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
No. SAR received (non-complex)	18	12	9	15	14	15	15	17	7	18	13	16
No. SAR received (complex)	4	3	4	4	5	11	9	8	6	6	8	5
Total SAR Received	22	15	13	19	19	26	24	25	13	24	21	21
No. SAR completed on time (non-complex)	7	3	2	6	3	12	15	15	6	16	12	On going
% SAR completed on time (Non-Complex)	39%	25%	22%	40%	21%	80%	100%	88%	86%	89%	92%	On going
No. SAR completed on time (complex)	1	2	0	2	2	5	4	5	3	On going	On going	On going
% SAR completed on time (Complex)	25%	67%	0%	50%	40%	45%	44%	63%	50%	On going	On going	On going