

# Data Subject Access Request (DSAR) Procedure

**ADR Carriers Limited**

## **Company details**

ADR Carriers Limited  
Church View, Newton Arlosh  
Wigton, Cumbria  
CA7 5ET

Company Number: **14798586**

Email: **hazload@adrcarriers.net**

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## **1. Purpose**

This procedure explains how ADR Carriers Limited manages Data Subject Access Requests in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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## **2. What Is a DSAR**

A Data Subject Access Request is a request made by an individual to obtain confirmation as to whether personal data relating to them is being processed and, if so, to access that personal data.

Requests may also relate to:

- Rectification of inaccurate data
  - Erasure of personal data
  - Restriction of processing
  - Objection to processing
  - Data portability
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## **3. How a DSAR May Be Made**

A DSAR may be made:

- In writing
- By email

- Verbally

No specific form is required.

Requests should be directed to:  
**hazload@adrcarriers.net**

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## 4. Identity Verification

ADR Carriers Limited will take reasonable steps to verify the identity of the requester before processing a DSAR. Where necessary, additional information may be requested.

The response timeframe begins once identity has been confirmed.

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## 5. Timeframe for Response

- Requests will be responded to within **one calendar month**
  - This may be extended by up to **two additional months** for complex or multiple requests
  - The requester will be informed of any extension and the reasons for it
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## 6. Scope of the Response

The response will include:

- Confirmation whether personal data is being processed
  - A copy of the personal data
  - The purposes of processing
  - Categories of personal data concerned
  - Recipients or categories of recipients
  - Retention periods or criteria used
  - Information about the individual's rights
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## 7. Exemptions and Redactions

ADR Carriers Limited may withhold or redact information where permitted by law, including where:

- Disclosure would adversely affect the rights and freedoms of others
- Legal professional privilege applies

- The request is manifestly unfounded or excessive

Any refusal or limitation will be clearly explained.

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## 8. Fees

DSARs are normally processed free of charge. A reasonable fee may be charged where a request is manifestly unfounded, excessive, or repetitive.

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## 9. Record Keeping

ADR Carriers Limited maintains a record of all DSARs, including:

- Date received
  - Nature of the request
  - Verification steps taken
  - Response provided and date of response
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## 10. Complaints

If an individual is dissatisfied with the handling of their request, they may raise a complaint with ADR Carriers Limited in the first instance. They also have the right to lodge a complaint with the Information Commissioner's Office.

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## 11. Review

This procedure is reviewed regularly and updated where necessary.

**Last reviewed:** December 2025

**Next review:** December 2026