



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI680008925

Thank you for your request for information relating to Volume of Data Subject Access Requests (DSARs).

You have requested the following information:

1. The total number of Data Subject Access Requests (DSARs) received by your authority for each of the last three years (2021, 2022, and 2023).

See below - please note all data is recorded by financial year, these figures account for valid Subject Access Requests received and do not include SAR queries or requests that do not provide the required ID documents.

2021-2022: 225

2022-2023: 270

2023-2024: 286

2. The number of DSARs completed within the statutory one-month timeframe during each year.

We are advising you as per Section 1(1) of the Act that this information is not held. We record SARs as 'completed', or 'completed late' relative to the due date of that SAR, whether that is 1 month, or for extended SARs, 3 months).

To assist, please find below the number of SARs completed within the required timescales (whether 1 or 3 months)

2021-2022: 178

2022-2023: 208

2023-2024: 240

3. The number of DSARs that required an extension beyond the one-month timeframe, along with the average length of extensions granted.

2021-2022: 50

2022-2023: 44

2023-2024: 63

Where a SAR is assessed as 'complex', the SAR timeframe is extended to 3 months.

4. Any recorded costs (e.g., staff time, software, or other resources) associated with processing DSARs for each of these years.

The Council does not keep records of the time taken to process Subject Access Requests. Some of the officers that carry out this work undertake other tasks and use software that is also used for other purposes. Therefore it is not possible to provide a complete picture of the staff time, software or other resources involved.

However, to help with your request, it is possible to identify some costs relating to staff time and services that are exclusively related to processing DSARs as follows:

2021/22: £94,669

2022/23: £130,524

2023/24: £167,323

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance