

I have been told by the ICO there is strict guidelines on the 40 day limits given to comply with the request staffing issues does not bare any weight to be outside the 40 day guidelines.

Due to me needing this information due to a court case the ICO will be able to process my dispute much earlier then they would do due to this reason.

I read the email you sent me and the ICO believe it is very un-professional for an email to be sent like this when the guidelines for SAR are very clear.

Regards

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**From:** [Anna.Sokol2@met.pnn.police.uk](mailto:Anna.Sokol2@met.pnn.police.uk) [<mailto:Anna.Sokol2@met.pnn.police.uk>]

**Sent:** 04 April 2018 14:32

**To:** [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)

**Subject:** RE: Subject Access Request Simon Cordell 2018020000641

Dear Mr Cordell,

Please see our previous advise.

Regards,

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**From:** Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]

**Sent:** 04 April 2018 14:10

**To:** Sokol Anna M - HQ Strategy & Governance <[Anna.Sokol2@met.pnn.police.uk](mailto:Anna.Sokol2@met.pnn.police.uk)>; SAR Mailbox - DPA Enquiries <[SARenquiries@met.pnn.police.uk](mailto:SARenquiries@met.pnn.police.uk)>

**Subject:** FW: Subject Access Request Simon Cordell 2018020000641

To Whom It May Concern:

I am writing this email to see if there is any update as to the time my subject access request will be completed, the 40 days time limit is up, I know I asked for an update before and we sent the below email it does not tell me how long it will take,

I do understand the presser and the case load you have got but you should be able to tell me when I should hear back regarding my request, or how long you are be hide,

Regards

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**From:** [Anna.Sokol2@met.pnn.police.uk](mailto:Anna.Sokol2@met.pnn.police.uk) [<mailto:Anna.Sokol2@met.pnn.police.uk>] **On Behalf Of** [DPAMailbox-.SAR@met.pnn.police.uk](mailto:DPAMailbox-.SAR@met.pnn.police.uk)

**Sent:** 27 March 2018 11:04

**To:** [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)

**Subject:** Subject Access Request Simon Cordell 2018020000641

Good morning,

OUR REFERENCE: 2018020000641

REQUEST DEADLINE: 25.03.2018

I am writing in response to your email enquiring about the progress of your Subject Access Request. **Unfortunately, we are not in a position to provide you with a timescale for completion**; this is due to the high volume of requests currently being received by the MPS, therefore your case is taking longer to process.

Your request was reviewed when first received and is now waiting to be allocated to a caseworker for processing.

We are not able to prioritise any application and all requests are being processed strictly by the date they have been received.

We are not taking telephone calls at the moment with regard to the progress of any application because the team are currently dedicating their available work-time to the processing of the requests in order of receipt to manage the workload effectively without interruption; ensuring that responses are sent to everyone in the shortest time possible.

If you require information for court or other legal proceedings, family court proceedings or employment tribunals, please see the attached document for suitable disclosure methods.

Please note this is not intended to infringe in any way on your right to access your personal data, as granted by Section 7 of the Data Protection Act.

Please accept my sincere apologies for any inconvenience this is causing you.

Regards,