

# GREATER LONDON AUTHORITY

**WhatDoTheyKnow.com**

Our Ref: MGLA170820-1273

16 September 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 17 August 2020. Your request has been considered under the Freedom of Information Act 2000.

You requested:

1. How many SARs have been made to your organisation in the last recorded 12 months?
2. Please provide a breakdown of the specific departments that these SARs relate to?
3. Is there a central response to SARs or is it devolved to the departments involved?
4. How many staff deal with responses?
5. On average how many hours are spent dealing with a SAR?
6. Do you have any software to assist with SAR production?

Please find below the information we hold within the scope of your request:

1. In the last 12 Months 17 August 2019-17 August 2020, we have received eight Subject Access Requests, of which two were not progressed because the applicant did not provide proof of identity.
2. Of the remaining six SARs, one SAR was related to a specific subject involving two departments. The other five SARs were requests for information Authority-wide and/or were not related to specific GLA departments/directorates.
3. Central response coordinated by the Information Governance Team, with input from other departments.
4. Most SAR requests are coordinated by one person, usually the Data Protection Officer (or one of the two Information Governance Officers within the Information Governance Team) with input from other departments as required. This varies and depends on the scope of each request.
5. We do not record how many hours are spent on handling each SAR.
6. We use Adobe Acrobat DC for redactions where needed.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA170820-1273

Yours sincerely

**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>