[Name of individual making request]

[Address of individual making request]

[Date of this response]

Dear [insert name of individual making request]

I am writing in response to your request dated [insert date of request].

You will recall you asked for [confirm precisely what was requested, eg ‘electronic copies of all personal data we hold about you’].

Unfortunately we are unable to comply with your request because **[**any personal data we may have held about you has been anonymised and we are no longer able to identify you OR we are not processing personal data about you OR the information you have requested is not classed as ‘personal data’ relating to you and is not therefore covered by your right of access to personal data under data protection law OR your request is manifestly excessive because you have made repeated requests of this nature over the past [insert timescale] OR the information you have requested is subject to legal professional privilege and therefore protected from disclosure OR [insert reason]**]**.

If you have a complaint about our refusal to comply with your request, it is possible to complain to our supervisory authority or you can seek to take action in the courts. In the UK, our supervisory authority is the Information Commissioner’s Office (ICO). More details on how to complain to the ICO are available on the ICO’s website at: https://ico.org.uk/concerns.