Subject Access Requests and Data Incidents

Subject Access Requests

Subject Access Requests give people the right to obtain a copy of their personal information. It helps people understand how and why their information is being used and enables them to check it is being done lawfully.

Time period: 1.8.24-24.9.26

Total SARs Received

259



Data Incidents

During a typical year, Curo handles around 5.9m emails and phone calls which, naturally, involve information being shared. Sometimes, mistakes occur – things like typing the wrong email address or attaching the wrong file. The vast majority of these incidents can be quickly sorted out and usually pose no risk to the individuals involved. However, we are keen to learn every time something happens, so colleagues are strongly encouraged to report anything, however minor.

Time period: 1.4.24-24.9.26

Total Incidents

91

