

SOP Template: Steps for Withdrawal or Refusal of Consent

This SOP details the **steps for withdrawal or refusal of consent**, outlining the process individuals must follow to revoke previously given consent or to refuse consent initially. It includes guidelines on clear communication of intent, documentation requirements, timelines for processing withdrawal requests, and the responsibilities of personnel handling such cases. The procedure ensures that consent withdrawal or refusal is managed respectfully, efficiently, and in compliance with legal and organizational standards.

1. Purpose

To provide a standardized process for individuals to withdraw previously given consent or to refuse consent, ensuring all actions are carried out lawfully and respectfully.

2. Scope

This procedure applies to all personnel responsible for obtaining, maintaining, and managing consent in accordance with organizational and legal requirements.

3. Definitions

- **Consent:** Voluntary agreement to a proposed action.
- **Withdrawal of Consent:** Revocation of previously given agreement.
- **Refusal of Consent:** Decision not to provide consent when first requested.

4. Responsibilities

- Personnel must respect and promptly respond to any withdrawal or refusal of consent.
- All actions and communications are to be documented properly.
- Supervisors oversee compliance and proper handling of requests.

5. Procedure

1. **Communication of Intent**
 - Individuals wishing to withdraw or refuse consent must clearly communicate their intent in writing (email, letter, or designated form), or, if writing is not possible, verbally to authorized personnel.
2. **Verification**
 - Personnel must verify the identity of the individual making the request.
 - If the request is made verbally, a confirmation note should be generated and acknowledged by the individual where feasible.
3. **Documentation**
 - Record the date, time, method of notification, and details of the request.
 - Store documentation securely in accordance with data protection policies.
4. **Processing the Request**
 - Cease all actions requiring consent immediately or as soon as operationally possible.
 - Inform all relevant departments or personnel of the withdrawal/refusal.
5. **Confirmation**
 - Provide written confirmation to the individual that their consent has been withdrawn or refused.
6. **Timelines**
 - Process requests within 5 business days or as specified by law.
7. **Ongoing Communication**
 - Offer support and answer queries regarding the impact of withdrawal or refusal.

6. Compliance and Record-Keeping

- Ensure all actions comply with organizational policies and regulatory requirements.
- Maintain records securely for the legally required retention period.

7. References

- Applicable data protection and privacy laws
- Organization's data management policy