



## **Rowner Junior School**

### **Subject Access Request Procedure**

#### **Purpose**

This document sets out our policy for responding to Subject Access Requests (SAR) under the Data Protection Act (DPA) 2018 which is the UK's implementation of the General Data Protection regulation (GDPR). It is the Act in the UK that explains the rights and responsibilities of those dealing with personal data. All staff are contractually bound to comply with the Act and other relevant school policies.

#### **How do you make a subject access request?**

A SAR is a written or verbal request for personal information (known as personal data) held about you by the school. You can request a subject access request form from the school office. Generally, you have the right to see what personal information we hold about you, you are entitled to be given a description of the information, what we use it for, who we might pass it onto, and any information we might have about the source of the information. However, this right is subject to certain exemptions that are set out in the Data Protection Act. If the request is made during school holidays, we would recommend that the request is emailed to [headteacher@rowner-jun.hants.sch.uk](mailto:headteacher@rowner-jun.hants.sch.uk)

#### **What is personal information/data?**

Personal information or data means any information relating to an identified or identifiable individual. An identifiable individual is one who can be identified, directly or indirectly by reference to details such as a name, an identification number, location data, an online identifier or by their physical, physiological, genetic, mental, economic, cultural or social identity. Personal data includes (but is not limited to) an individual's, name, address, date of birth, photograph, bank details and other information that identifies them.

#### **What do we do when we receive a subject access request? Checking of identity**

We will first check that we have enough information to be sure of your identity. Often we will have no reason to doubt a person's identity, for example, if we have regularly corresponded with them. However, if we have good cause to doubt your identity we can ask you to provide any evidence we reasonably need to confirm your identity. For example, we may ask you for a piece of information held in your records that we would expect you to know: a witnessed copy of your signature or proof of your address.

#### **Collation of information**

We will check that we have enough information to find the records you requested. If we feel we need more information, then we will promptly ask you for this. We will gather any manual or electronically held information (including emails) and identify any information provided by a third party or which identifies a third party.

If we have identified information that relates to third parties, we will write to them asking whether there is any reason why this information should not be disclosed. We do not have to supply the information to you unless the other party has provided their consent or it is

reasonable to do so without their consent. If the third party objects to the information being disclosed, we may seek legal advice on what action we should take.

Before sharing any information that relates to third parties, we will where possible anonymise information that identifies third parties not already known to the individual (e.g. the school employees), and edit information that might affect another party's privacy. We may also summarise information rather than provide a copy of the whole document. The DPA requires us to provide information not documents.

### **Issuing our response**

Once any queries around the information requested have been resolved, copies of the information in a permanent form will be sent to you except where you agree, where it is impossible, or where it would involve undue effort. In these cases, an alternative would be to allow you to view the information on screen at the school.

We will explain any complex terms or abbreviations contained within the information when it is shared with you. Unless specified otherwise, we will also provide a copy of any information that you have seen before.

### **Will we charge a fee?**

Under the GDPR, in most cases, a subject access request is now free of charge. However, where the request is manifestly unfounded or excessive we may charge a "reasonable fee" for the administrative costs of complying with the request. We may also charge a reasonable fee if an individual requests further copies of their data following a request. We will base the fee on the administrative costs of providing further copies.

### **What is the timeframe for responding to subject access requests?**

We will act on the subject access request without undue delay. We have 1 calendar month starting from the day after we receive the request (whether the day after is a working day or not) to provide you with the information or to provide an explanation about why we are unable to provide the information.

### **Are there any grounds we can rely on for not complying with a subject access request?**

We can refuse to comply with a subject access request if it is manifestly unfounded or excessive, taking into account whether the request is repetitive in nature. If you consider that a request is manifestly unfounded or excessive you can:

- request a "reasonable fee" to deal with the request; or
- refuse to deal with the request.

We will base the reasonable fee on the administrative costs of complying with the request. If we decide to charge a fee we will contact the individual promptly and inform them. We do not need to comply with the request until we have received the fee.

### **What we will do if we refuse to comply with a request?**

We will inform the individual without undue delay and within one calendar month of receipt of the request.

We will inform the individual about:

- the reasons we are not taking action;

- their right to make a complaint to the ICO or another supervisory authority; and
- their ability to seek to enforce this right through a judicial remedy.

We will also provide this information if you request a reasonable fee or need additional information to identify the individual.

### **Exemptions**

The Act contains a number of exemptions to our duty to disclose personal data and we may seek legal advice if we consider that they might apply. Possible exemptions would be: information covered by legal professional privilege, information used for research, historical and statistical purposes, and confidential references given or received by the school.

### **What if you identify an error in our records?**

If we agree that the information is inaccurate, we will correct it and where practicable, destroy the inaccurate information. We will consider informing any relevant third party of the correction. If we do not agree or feel unable to decide whether the information is inaccurate, we will make a note of the alleged error and keep this on file.

### **Our complaints procedure**

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

If you remain dissatisfied, you have the right to refer the matter to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 1231113

Fax: 01625 524 510

Enquiries can be made by email by completing the online form at:

<https://ico.org.uk/global/contact-us/email/>

### **Contact:**

If you would like to discuss anything in this procedure, please contact:

- Miss K Payne, Headteacher or Mrs P Parker, Data Protection Officer

June 2018

**Next Review:** June 2019