



## **Policy Procedure for Receiving and Responding to**

# **Subject Access Requests**

## **January 2020**

Our Lady of Lourdes Catholic Multi-Academy Trust - Company Number: 7743523  
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## Contents

1	Policy statement
2	Definition of data protection terms
3	Recognising a subject access request
4	Verifying the identity of a Requester
5	Fee for Responding to Requests
6	Time Period for Responding to a SAR
7	Form of Response
8	Sharing Information with Third Parties
9	Withholding Information
10	Process for dealing with a Subject Access Request

## ANNEX Definition of Terms

### Trust Mission Statement

We are a partnership of Catholic schools and our aim is to provide the very best Catholic education for all in our community and so improve life chances through spiritual, academic and social development.

We will achieve this by:

- Placing the life and teachings of Jesus Christ at the centre of all that we do
- Following the example of Our Lady of Lourdes by nurturing everyone so that we can all make the most of our God given talents
- Working together so that we can all achieve our full potential, deepen our faith and know that God loves us
- Being an example of healing, compassion and support for the most vulnerable in our society

*Ephesians 4:15 (GNT)*

*Instead, by speaking the truth in a spirit of love, we must grow up in every way to Christ,*

*who is the head.*

## 1. Policy Statement

- 1.1. All **Data Subjects** have rights of access to their **personal data**. This document sets out the procedure to be followed in relation to any requests made for the disclosure of **personal data processed** by the Trust/School.

## 2. Definition of data protection terms

- 2.1. All defined terms in this policy are indicated in bold text, and a list of definitions is included in Annex I to this policy.

## 3. Recognising a subject access request

- 3.1. As the Trust/School **processes personal data** concerning **data subjects**, those **data subjects** have the right to access that **personal data** under Data Protection law. A request to access this personal data is known as a subject access request or SAR.
- 3.2. A **data subject** is generally only entitled to access their own **personal data**, and not to information relating to other people.
- 3.3. Any request by a **data subject** for access to their **personal data** is a SAR. This includes requests received in writing, by email, and verbally.
- 3.4. If any member of our **Workforce** receives a request for information they should inform the Trust's Data Protection Officer ("DPO") as soon as possible.
- 3.5. In order that the Trust/School is properly able to understand the nature of any SAR and to verify the identity of the requester, any requester making a request verbally should be asked to put their request in writing and direct this to the Trust DPO.
- 3.6. A SAR will be considered and responded to in accordance with the Data Protection Law.
- 3.7. Any SAR must be notified to the DPO at the earliest opportunity.

## 4. Verifying the identity of a Requester

- 4.1. The Trust/School is entitled to request additional information from a requester in order to verify whether the requester is in fact who they say they are.
- 4.2. Where the Trust/School has reasonable doubts as to the identity of the individual making the request, evidence of identity may be established by production of two or more of the following:
  - 4.2.1. Current passport
  - 4.2.2. Current driving licence
  - 4.2.3. Recent utility bills with current address
  - 4.2.4. Birth/marriage certificate
  - 4.2.5. P45/P60
  - 4.2.6. Recent credit card or mortgage statement
- 4.3. If the Trust/School is not satisfied as to the identity of the requester then the request will not be complied with, so as to avoid the potential for an inadvertent disclosure of **personal data** resulting to a data breach.

## 5. Fee for Responding to Requests

- 5.1. The Trust/School will usually deal with a SAR free of charge.
- 5.2. Where a request is considered to be manifestly unfounded or excessive a fee may be requested. Alternatively, the Trust/School may refuse to respond to the request. If a request is considered to be manifestly unfounded or unreasonable the Trust/School will inform the requester why this is considered to be the case.

- 5.3. A fee may also be requested in relation to repeat requests for copies of the same information. In these circumstances a reasonable fee will be charged taking into account the administrative costs of providing the information.

## 6. Time Period for Responding to a SAR

- 6.1. The Trust/School has one month to respond to a SAR. This will run from the later of a) the date of the request, b) the date when any additional identification (or other) information requested is received, or c) payment of any required fee.
- 6.2. In circumstances where the Trust/School is in any reasonable doubt as to the identity of the requester, this period will not commence unless and until sufficient information has been provided by the requester as to their identity, and in the case of a third party requester the written authorisation of the **data subject** has been received (see below in relation to sharing information with third parties).
- 6.3. The period for response may be extended by a further two calendar months in relation to complex requests. What constitutes a complex request will depend on the particular nature of the request. The DPO must always be consulted in determining whether a request is sufficiently complex as to extend the response period.
- 6.4. Where a request is considered to be sufficiently complex as to require an extension of the period for response, the Trust/School will notify the requester within one calendar month of receiving the request, together with reasons as to why this is considered necessary.
- 6.5. A request may be received during or less than one month prior to a school holiday. Where a request is made prior to a holiday period, the Trust/School will seek to respond prior to that holiday commencing, however where this is not possible then the Trust/School will inform the requester that this is the case.
- 6.6. Requests received during extended holiday periods may not be able to be responded to within the one-month response period. In those circumstances:
  - 6.6.1. for email requests, requesters will receive an automated response from the Trust/School acknowledging that the email has been accepted for delivery into the DPO mailbox
  - 6.6.2. when the email has been received by the DPO, the requester will receive an acknowledgement of receipt (however, until this time it should be considered that the message has not been delivered)
  - 6.6.3. for written requests, we will deem receipt to be the first day of commencement of the next term, and will acknowledge the request on that date, setting out details of when a full response will be provided (being not more than one month of commencement of that term).

## 7. Form of Response

- 7.1. **A requester can request a response in a particular format.** In particular where a request is made by electronic means then, unless the requester has stated otherwise, the information should be provided in a commonly readable format.

## 8. Sharing Information with Third Parties

- 8.1. **Data subjects** can ask that you share their **personal data** with another person such as an appointed representative (in such cases you should request written authorisation signed by the **data subject** confirming which of their **personal data** they would like you to share with the other person).

- 8.2. Equally if a request is made by a person seeking the **personal data** of a **data subject**, and which purports to be made on behalf of that **data subject**, then a response must not be provided unless and until written authorisation has been provided by the **data subject**. The Trust/School should not approach the **data subject** directly but should inform the requester that it cannot respond without the written authorisation of the **data subject**.
- 8.3. If the Trust/School is in any doubt or has any concerns as to providing the **personal data** of the **data subject** to the third party, then it should provide the information requested directly to the **data subject**. It is then a matter for the **data subject** to decide whether to share this information with any third party.
- 8.4. **Personal data** belongs to the **data subject**, and in the case of the **personal data** of a child regardless of their age the rights in relation to that **personal data** are theirs and not those of their parents. Parents, in most cases, do not have automatic rights to the **personal data** of their child.
- 8.5. However there are circumstances where a parent can request the **personal data** of their child without requiring the consent of the child. This will depend on the maturity of the child and whether the Trust/School is confident that the child can understand their rights. Generally where a child is under 12 years of age they are deemed not to be sufficiently mature as to understand their rights of access and a parent can request access to their **personal data** on their behalf.
- 8.6. In relation to a child 12 years of age or older, then provided that the Trust/School is confident that they understand their rights, and there is no reason to believe that the child does not have the capacity to make a request on their own behalf, the Trust/School will require the written authorisation of the child before responding to the requester, or provide the **personal data** directly to the child in accordance with the process above.
- 8.7. In all cases the Trust/School should consider the particular circumstances of the case, and the above are guidelines only.

## 9. Withholding Information

- 9.1. There are circumstances where information can be withheld pursuant to a SAR. These are specific exemptions and requests should be considered on a case by case basis.
- 9.2. Where the information sought contains the **personal data** of third party **data subjects** then the Trust/School will:
  - 9.2.1. Consider whether it is possible to redact information so that this does not identify those third parties, taking into account that it may be possible to identify third parties from remaining information;
  - 9.2.2. If this is not possible, consider whether the consent of those third parties can be obtained; and
  - 9.2.3. If consent has been refused, or it is not considered appropriate to seek that consent, then to consider whether it would be reasonable in the circumstances to disclose the information relating to those third parties. If it is not then the information may be withheld.
- 9.3. So far as possible, the Trust/School will inform the requester of the reasons why any information has been withheld.
- 9.4. Where providing a copy of the information requested would involve disproportionate effort the Trust/School will inform the requester, advising whether it would be possible for them to view the documents at the Trust/School or seeking further detail from the requester as to what they are seeking, for example key word searches that could be conducted, to identify the information that is sought.
- 9.5. In certain circumstances information can be withheld from the requester, including a **data subject**, on the basis that it would cause serious harm to the **data subject** or another individual. If there are any concerns in this regard, then the DPO should be consulted.

## 10. Process for dealing with a Subject Access Request

10.1. When a subject access request is received, the Trust/School will:

- 10.1.1. immediately notify the Trust's DPO who will, together with the School's GDPR Lead, will be responsible for managing the response
- 10.1.2. subject to whether the request is made during a period of school holiday, the Trust/School will acknowledge receipt of the request (See Annex 2) within 5 working days and provide an indication of the likely timescale for a full response (See Annex 3)  
  
(for requests made during an extended period of school holiday, please see point 6.6 above).
- 10.1.3. take all reasonable and proportionate steps to identify and disclose the data relating to the request;
- 10.1.4. never delete information relating to a subject access request, unless it would have been deleted in the ordinary course of events – it is an offence to amend or delete data following receipt of a SAR that would not have otherwise been so amended or deleted;
- 10.1.5. consider whether to seek consent from any third parties which might be identifiable from the data being disclosed;
- 10.1.6. seek legal advice, where necessary, to determine whether the Trust/School is required to comply with the request or supply the information sought;
- 10.1.7. provide a written response, including an explanation of the types of data provided and whether and as far as possible for what reasons any data has been withheld (see template at Annex 4); and
- 10.1.8. ensure that information disclosed is clear and technical terms are clarified and explained.

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Reviewer	Audit & Risk Committee / OLoL Exec Board
Author	Browne Jacobson template – edited by Karen Rich

## Annex I - Definitions

<b>Term</b>	<b>Definition</b>
Data Subjects	for the purpose of this policy include all living individuals about whom we hold personal data. This includes pupils, our workforce, staff, and other individuals. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal information
Personal Data	means any information relating to an identified or identifiable natural person (a data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person
Data Controllers	are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They are responsible for establishing practices and policies in line with Data Protection Law. We are the data controller of all personal data used in our business for our own commercial purposes
Processing	is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. Processing also includes transferring personal data to third parties
Workforce	Includes, any individual employed by [School/Trust] such as staff and those who volunteer in any capacity including Governors [and/or Trustees / Members/ parent helpers]

**Annex 2 – SAR Acknowledgement**  
**(for use over holidays when the School is closed)**

[On headed notepaper of data controller]

[DATE]

[ADDRESSEE]

[ADDRESS LINE 1]

[ADDRESS LINE 2]

[POSTCODE]

Dear [NAME],

**Acknowledgement of your data subject access request dated [DATE OF REQUEST] and notification that the school is currently closed.**

**Name of Data Subject:**

We write further to your request for details of personal data which we received on [DATE OF REQUEST]. As advised in [INSERT HERE HOW AND WHEN THE DATA SUBJECT WAS ADVISED OF THE DATES THE SCHOOL WOULD BE CLOSED] the school is [closing / closed] from xx date xx until xx date xx. Accordingly, the information you have requested is not accessible, and we will unfortunately not be able to comply with your request within one month. [OR We are unfortunately only able to provide you with the enclosed information as the remainder of the information is not accessible]

The school will be reopening on xx date xx when your request will be formally acknowledged, and you will be informed about the timeframe in which a full response to your request will be provided. We apologise for any inconvenience this may cause and will contact you again on xx date xx.

Yours sincerely,

[NAME OF SENDER]

For and on behalf of [Trust/School]



### Annex 3 – SAR Acknowledgment Template

[On headed notepaper of data controller]

[DATE]

[ADDRESSEE]

[ADDRESS LINE 1]

[ADDRESS LINE 2]

[POSTCODE]

Dear [NAME],

#### Acknowledgment of your data subject access request

##### Name of Data Subject:

I write to acknowledge receipt of your request for personal information, on the data subject named above, which we are responding to under article 15 of the General Data Protection Regulation.

- Your request was received on [DATE] and, unless there are grounds for extending the statutory deadline of one calendar month, we expect to be able to provide you with a full response by [DATE]. As agreed, your preferred format for receiving this data is [paper copy/electronic copy/memory stick etc] Schools to INSERT/REMOVE format as appropriate – schools need to have established the preferred format in advance with the requester.

Or

I write to acknowledge receipt of your request for personal information, on the data subject named above, which we are responding to under article 15 of the General Data Protection Regulation.

- I acknowledge receipt of your [IDENTIFICATION] as confirmation of your identity and can confirm that we will now proceed to action your request. Unless there are grounds for extending the statutory deadline of one calendar month, we expect to be able to provide you with a full response by [DATE]. As agreed, your preferred format for receiving this data is [paper copy/electronic copy/memory stick etc] Schools to INSERT/REMOVE format as appropriate – schools need to have established the preferred format in advance with the requester.

Yours sincerely,

[NAME OF SENDER]

For and on behalf of [Trust/School]

## Annex 4 – SAR Response Template (Relates to personal data held on a Student)

[On headed notepaper of data controller]

Date

[ADDRESSEE]  
[ADDRESS LINE 1]  
[ADDRESS LINE 2]  
[POSTCODE]

Dear

### Response to your data subject access request dated XXXX

We write further to your request for details of personal data which we hold and our acknowledgment of your request dated XXXX.

This relates to all personal data held in the name of XXXXX.

**We enclose all of the data to which you are entitled under the General Data Protection Regulation (GDPR), in the following format:**

- Paper Copies /Electronic Copies/Memory Stick – Schools should Delete/Insert formats as appropriate – school should have established the preferred format in advance with the requester

**We have contacted the following departments and individuals in order to locate personal data held which is within the scope of a data subject access request under article 15 of the GDPR:**

Below are listed examples of departments/locations you may have liaised with/searched in relation to this SAR – Schools should Delete/Insert items as appropriate

- SIMS Information System
- Internal Staff in school for file records & email records

**We can confirm the following in relation to the areas covered under article 15 of the GDPR and data existing on the date when your request was made:**

Below are listed examples of what you may have included in response to this SAR – Schools should Delete/Insert items as appropriate

- |   |   |
|---|---|
| * Data Collection sheet                 | * Admissions data                           |
| * Attendance data                       | * Dyslexia screening                        |
| * 5-minute box initial screening        | * Nurture Group documents                   |
| * Y6 Summer term action plan            | * End of Key Stage Assessments              |
| * National Curriculum levels data       | * Assessment & Progress data                |
| * Pupil Analysis data                   | * Request for Leave during term time letter |
| * Behaviour & Achievement Points data   | * UCAS information                          |
| * Accident/Incident/First Aid reporting | * Meeting Notes/Records                     |
| * Email communications                  |   |

The purposes for which the personal data is processed:

- where we are required to by law
- to support pupil learning
- to monitor and report on pupil progress
- to provide appropriate pastoral care
- to safeguard pupils
- to assess the quality of our services
- to comply with the law regarding data sharing
- to aid in the prevention and detection of crime on the Academy/School/Trust site
- where we have consent

**The recipients or classes of recipients of personal data to whom the data has been or will be disclosed and the location of any recipients outside the EEA:**

- schools that the pupil's attend after leaving us
- our local authority
- the Department for Education (DfE)
- the school nursing service/medical/doctors/health care providers
- Nottingham Catholic Diocese

**The categories of personal data concerned:**

- Personal information (such as name, unique pupil number and address)
- Characteristics (such as ethnicity, language, nationality, country of birth and free school meal eligibility)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Assessment information (such as exam and test results)
- Relevant medical information
- CCTV footage & photographs
- Special Educational Needs information

**Sources of personal data:**

- Data subject/Parent/Carer
- Local Authority
- Other Schools
- Medical/Doctors/Health care providers

**You have the following rights under the GDPR:**

- the right to request rectification of inaccurate personal data;
- In limited circumstances, the right to:
- request erasure of the personal information;
- request restriction of processing of the personal information; or
- object to the processing of the personal information

If you are unhappy with this response, and believe the school has not complied with legislation, please ask for a review by following our complaints process; or by contacting myself at the school (INSERT NAME & Tel No. XXXX) or Trust DPO, Mrs Karen Rich (Tel: 0115 8515454).

If you still remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with data protection law. You should write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

[NAME]

[For and on behalf of [Trust/Academy/School]]

**Annex 4 – SAR Response Template (Relates to personal data held on a PARENT/CARER)**

[On headed notepaper of data controller]

Date

[ADDRESSEE]  
[ADDRESS LINE 1]  
[ADDRESS LINE 2]  
[POSTCODE]

Dear

**Response to your data subject access request dated XXXX**

We write further to your request for details of personal data which we hold and our acknowledgment of your request dated XXXX.

This relates to all personal data held in the name of XXXXX.

**We enclose all of the data to which you are entitled under the General Data Protection Regulation (GDPR), in the following format:**

- Paper Copies /Electronic Copies/Memory Stick – Schools should Delete/Insert formats as appropriate – school should have established the preferred format in advance with the requester

**We have contacted the following departments and individuals in order to locate personal data held which is within the scope of a data subject access request under article 15 of the GDPR:**

Below are listed examples of departments/locations you may have liaised with/searched in relation to this SAR – Schools should Delete/Insert items as appropriate

- SIMS Information System
- Internal Staff in school for file records & email records

**We can confirm the following in relation to the areas covered under article 15 of the GDPR and data existing on the date when your request was made:**

List here any data you process for this data subject & have included in this response letter

**The purposes for which the personal data is processed:**

- Where we are required by law, including:
- To provide reports and other information required by law in relation to the performance and progress of your child
- To raise or address any concerns about safeguarding
- To the Government agencies (including the police)
- To obtain relevant funding for the school
- To provide or obtain additional services including advice and/or support for your family
- Where the law otherwise allows us to process the personal data as part of our functions as an Academy/School/Trust, or we are carrying out a task in the public interest, including:
- To confirm your identity
- To communicate matters relating to the Academy/School/Trust to you
- To safeguard you, our pupils and other individuals
- To enable payments to be made by you to the Academy/School/Trust
- To ensure the safety of individuals on the Academy/School/Trust site
- To aid in the prevention and detection of crime on the Academy/School/Trust site

- Where we otherwise have your consent

### **The categories of personal data concerned:**

- personal information (such as name, address, home and mobile numbers, personal email address, emergency contact details and relationship marital status)
  - financial details such as eligibility for free school meals or other financial assistance
  - CCTV footage and images obtained when you attend the Academy/School site
  - your relationship to your child, including any Court orders that may be in place
- We will also use special categories of data such as gender, age, ethnic group, religious or similar beliefs, information about health. These types of personal data are subject to additional requirements.

### **Sources of personal data:**

- We will obtain an amount of your personal data from you, by way of information gathering exercises at appropriate times such as when your child joins the Academy/School and when you attend the Academy/School site and are captured by our CCTV system.
- We may also obtain information about you from other sources. This might include information from the local authorities or other professionals or bodies, including a Court, which might raise concerns in relation to your child.

### **You have the following rights under the GDPR:**

- The right to request rectification of inaccurate personal data;
- In limited circumstances, the right to:
- request erasure of the personal information;
- request restriction of processing of the personal information; or
- object to the processing of the personal information

If you are unhappy with this response, and believe the school has not complied with legislation, please ask for a review by following our complaints process; or by contacting myself at the school (INSERT NAME & Tel No. XXXX) or Trust DPO, Mrs Karen Rich (Tel: 0115 8515454).

If you still remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with data protection law. You should write to: Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

[NAME]

For & on behalf of Trust/Academy/School]