

# Star Primary School



## Subject Access Request Procedure

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## 1.0 Overview

Data subjects have the right to obtain confirmation that their data is being processed, access to their personal data and the right to be informed of processing via a privacy notice. The right of individuals to access their personal information can be fulfilled via a subject access request (SAR).

## 2.0 Scope and Applicability

This procedure applies to all personal data processed by the school and to all staff who deal with SARs.

Paper and electronic records are to be considered for inclusion within a SAR response.

The request may be received from a parent, a pupil or a third party such as a solicitor.

## 3.0 General Policy

Two reasons for allowing individuals to access their personal data is so that they are aware of and can verify the lawfulness of the processing.

The school must provide a copy of the information free of charge unless the request is manifestly unfounded or excessive, particularly if it is repetitive. The fee must be based on the administrative cost of providing the information.

Information must be provided without delay and at the latest within one month of receipt. The day the request is received counts as day 1 and the response must be supplied by the corresponding date in the next month. Should this be a weekend or public holiday, the following working day will be the deadline. Where there is no corresponding day in the month, the last working day in the month will be the day required in order to comply with the rules.

The School will be able to extend the period of compliance by a further two months where requests are complex or numerous. If this is the case, the individual must be

informed within one month of the receipt of the request and explain why the extension is necessary.

Where requests are manifestly unfounded or excessive, in particular because they are repetitive, the School can:

- Charge a reasonable fee taking into account the administrative costs of providing the information
- Refuse to respond

When a request is refused, the School must explain the reason to the individual, informing them of their right to complain to the Information Commissioner's Officer (ICO) and to a judicial remedy without undue delay and at the latest within one month.

### 3.1 Request for Personal Data

SARs may be received via various methods including email, letter, telephone or in person. Any request from an individual for personal information will be treated as a SAR. Whilst the School cannot insist upon the completion of a SAR form (See Appendix 1 for an example SAR form), data subjects should be directed to complete and submit a form as this will aid the fulfilment of the request and narrow the requirements which will reduce the workload for the school and provide more meaningful information to the data subject.

### 3.2 Verification of Identity

In most circumstances, it will be necessary to verify the identity of the requestor. An exception would be where the requestor attends the school in person asking for their or their child's personal data and the requestor is known to the school.

Where there is a need to verify the identity of an individual, the requester will be asked to verify their identity by providing acceptable documentation.

One item from list A and one item from list B is required.

List A	List B
Photographic proof of identification	Proof of address

Passport	Bank Statement
Photographic Driving License	Utility Bill

The requester should present the identification documents in person to the school promptly. The documents will be verified and the request will move to the fulfilment stage.

Under no circumstances should information be disclosed to anybody prior to their identity being verified.

### 3.3 Fulfillment of Request

The School's nominated person will review the SAR in conjunction with the Information Asset Register to ascertain whether or not personal data is being processed by the school. The School's nominated person will then liaise with the relevant information asset owners in order to collate the required information.

Original documents are not required to be provided. A copy can be provided or multiple documents containing personal information can be transposed into a single document.

Any personal information relating to data subjects not named in the SAR, must be redacted unless consent to disclose the individuals name has been received.

If the request is made electronically, the school should provide the information in a commonly used electronic format. Personal information can also be provided in paper formats.

There is no exemption for requests that relate to large amounts of data, but the School may be able to consider whether the request is manifestly unfounded or excessive. Additional time is permitted where cases are particularly complex with a maximum extended period of two months. Where this is likely to apply, the school should notify the requester of the delay and the reason for it.

#### 3.3.1 Exemptions

There are certain exemptions which means that the school can refuse to comply with a subject access request (wholly or partly). An example of an exemption is the Crime

and Taxation exemption which may be used when the data subjects personal data has been provided to police for an investigation.

All cases should be considered on a case by case basis and each one where the school believes an exemption may apply should be referred to the Data Protection Officer (DPO) for guidance.

### 3.3.2 Sending documentation

Paper documentation will be packaged and sent via Royal mail. Alternatively, the requestor can collect the package from the school.

The School's preferred method of sending the documentation is via electronic means. This will usually be achieved by scanning the electronic redacted documents into a file. The file will then be sent electronically using a secure system such as USO FX or Egress. Any other specific requests should be referred to the DPO.

## 3.4 Recording of Request

In order to determine if a request can be deemed to be repetitive, records of SARs will be kept. This record in itself will be subject to any future SARs and should be retained in line with the School retention schedule.

The school will maintain a log of all SARs with a chronology of events for each SAR received by the school. This log may also be useful should the requestor lodge a complaint with the regulator as the timescales and the method of response can be easily supplied.

## 4.0 Roles and Responsibilities

As Data Controller, the school is responsible for complying with subject access requests and ensuring that staff are aware of their data protection obligations.

## 5.0 Compliance

Compliance is mandatory and will be enforced for all employees, vendors and contractors.

Non compliance with this and other School policies may be subject to disciplinary action, up to and including dismissal.

## 6.0 Risk Management

Risk management for the School is set out in the Risk Register.

## 7.0 References

None

## 8.0 Definitions

SAR - Subject Access Request

ICO - Information Commissioner's Office

## 9.0 Review

This policy will be reviewed and updated on a regular basis, not to exceed 24 months.

# Appendix 1 – Example SAR Form

## Application to receive Personal Information held by Star Primary School

Please complete in **BLOCK CAPITALS** if handwritten

<b>Section 1 – The Request</b>		
I am the person the information is about	<input type="checkbox"/>	if yes, please tick and then complete Sections: 3, 4, 5 and 6
OR		
I am acting on behalf of someone else	<input type="checkbox"/>	if yes, please tick and then complete Sections: 2, 3, 4, 5 and 6

<b>Section 2 – The Information requested is about someone else</b>			
I am the child's parent	<input type="checkbox"/>	I enclose proof of parental responsibility	
The child is over the age of 13	<input type="checkbox"/>	I enclose consent to share from the child	
OR			
I am the personal representative for a deceased person	<input type="checkbox"/>	I enclose evidence of this	
I am requesting the information on behalf of someone else	<input type="checkbox"/>	I enclose a consent to share form	
If you are requesting information on behalf of someone else, please give YOUR details below:			
Full Name:		Relationship to data subject:	
Contact Number:		Email Address:	
Postal Address:			

<h3>Section 3 – Who is the Person that the information relates to? (The 'Data Subject')</h3>
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Title:		First Name:		Surname:	
		Maiden Name:		Other Names:	
Date of Birth:		Contact Number:		Email Address:	
Postal Address:					

<b>Identification Documents - please select one from each section</b>			
Category 1: Photographic Proof of Identification		Category 2: Proof of Address	
Passport	<input type="checkbox"/>	Bank Statement	<input type="checkbox"/>
Driving Licence	<input type="checkbox"/>	Utility Bill	<input type="checkbox"/>
Other	<input type="checkbox"/>	Other	<input type="checkbox"/>
If other please state what equivalent is being supplied:		If other please state what equivalent is being supplied:	

<b>Section 4 – Details of the information being requested</b>
Please help us deal with your request quickly and efficiently by giving as much detail as possible about the information you would like

<b>Section 5 – Access to the Information</b>
How would you prefer to receive your information?
If you have any special needs when viewing information please state here

## Section 6 – Declaration

I certify the information provided on this form is true.

I understand Star Primary School is not obliged to comply with my request unless they are supplied with such information as they may reasonably require in order to satisfy themselves as to:

- my identity and
- to locate the information which I seek

Name		Date	
Signature			

Warning – a person who unlawfully obtains, or attempts to obtain, personal information is guilty of a criminal offence and is liable to prosecution

Once the Form is Complete:

Send this completed form to:

Star Primary School  
Hilda Road  
Canning Town  
Newham  
E16 4NH

For queries, please contact: [consent@star.newham.sch.uk](mailto:consent@star.newham.sch.uk)

Telephone:

020 7476 5336

Email:

[consent@star.newham.sch.uk](mailto:consent@star.newham.sch.uk)

Data Protection: The information included on this form will be used for the purpose of handling your subject access request and will not be kept longer than is necessary to do so.

Please Note: If your Subject Access Request relates to a deceased person's personal information, you are advised to contact us in order that we can advise you of the process for requesting this type of information.