



Four Marks CE Primary School

Guidance for Preparing and submitting your subject access request

You have the right to ask the school whether we are using or storing your or your child's, personal information. You can also ask us for copies of your, or your child's, personal information, either verbally (in person) or in writing to the Data Protection Officer, Victoria Cawdeary, via the school office. Requests that are made to, or by, other parties may not be processed until validation of the request by the DPO has been confirmed (see below).

What are the time limits?

We will respond to your Subject Access Request as quickly as possible, and as a general rule, no later than one calendar month, starting from the day we receive your request. Please note that this timescale applies to Monday- Friday, term time only. Should a request be submitted outside of school working hours, or in the holidays, we will treat the date of receipt as the next working day after this period. If we need something further from you to be able to validate your request (e.g. ID documents, a letter from you authorising others to act on your behalf), the time limit will begin once this has been received by the school office.

If your request is complex or you make more than one, the response time may be a maximum of three calendar months, (with the same parameters above) starting from the day of receipt. If this is the case, we will inform you of this.

Should a SAR be received close to the end of the retention period (up to and including the day before scheduled date of destruction), the record will be separated out and securely stored in our confidential archive until the SAR has been fulfilled.

What should my request say?

Do include:

- a clear label for your request (eg use 'subject access request' as your email subject line or a heading for your letter);
- the date of your request;
- your name (including any aliases, if relevant);
- any other information used by the organisation to identify or distinguish you from other individuals (eg customer account number or employee number);
- your up-to-date contact details;
- a comprehensive list of what personal data you want to access, based on what you need;
- any details, relevant dates, or search criteria that will help the organisation identify what you want; and
- how you would like to receive the information (eg by email or printed out).

Don't include:

- other information with your request, such as details about a wider customer service complaint;
- a request for all the information the organisation holds on you, unless that is what you want (if an organisation holds a lot of information about you, it could take them longer to respond, or make it more difficult for you to locate the specific information you need in their response); or
- threatening or offensive language.

Where possible, send your request directly to the individual who deals with subject access requests, the data protection officer.

At Four Marks CE Primary School the Data Protection Officer is:

Victoria Cawdeary DPO
Four Marks CE Primary School
Kitwood Rd,
Four Marks,

Hampshire
GU34 5As
V.Cawdeary@fourmarks.hants.sch.uk
01962 772200

What should my request look like?

Where possible, we encourage you to use our subject access request letter template in Appendix I as a guide, to help you include the all the relevant details about the information you are asking for.

Appendix I: Subject Access Letter Template

[Name and address of the organisation]

[Your name and full postal address]

[Your contact number]

[Your email address]

[The date]

Dear Sir or Madam

Subject access request

[Include your full name and other relevant details to help identify you].

Please supply the personal data you hold about me, which I am entitled to receive under data protection law, held in:

[Give specific details of where to search for the personal data you want, for example:

- my personnel file;
- emails between 'person A' and 'person B' (from 1 June 2017 to 1 Sept 2017)
- my medical records (between 2014 and 2017) held by 'Dr C' at 'hospital D';
- the CCTV camera situated at ('location E') on 23 May 2017 between 11am and 5pm; and
- financial statements (between 2013 and 2017) held in account number xxxxx.]

If you need any more information, please let me know as soon as possible.

[If relevant, state whether you would prefer to receive the data in a particular electronic format, or printed out].

It may be helpful for you to know that data protection law requires you to respond to a request for personal data within one calendar month.

If you do not normally deal with these requests, please pass this letter to your data protection officer or relevant staff member.

If you need advice on dealing with this request, the Information Commissioner's Office can assist you. Its website is ico.org.uk, or it can be contacted on 0303 123 1113.

Yours faithfully

[Signature]

Appendix 2: Frequently asked questions

Can I make a subject access request verbally?

Yes. You can make a subject access request verbally, but we recommend you put it in writing if possible because this gives you a record of your request.

If you are making a verbal request, try to:

- use straightforward, polite language;
- focus the conversation on your subject access request;
- discuss the reason for your request, if this is appropriate – work with them to identify the type of information you need and where it can be found;
- ask them to make written notes – especially if you are asking for very specific information; and
- check their understanding – ask them to briefly summarise your request and inform them if anything is incorrect or missing before finishing the conversation.

However, even if you make your request verbally, we recommend you follow it up in writing (eg by letter, email or using a standard form).

Should I use an organisation's standard form?

Our standard form is not compulsory but we would recommend that you use the form in Appendix I to ensure that your request includes:

- necessary details and supporting documents; and
- let's you know the best contact point at the organisation.

However, you can still choose another method to submit your request.

Can someone else make a request on my behalf?

Yes, you can authorise someone else to make a subject access request for you. However, you should consider whether you want the other person to have access to some or all of your personal information.

Depending on the nature of your request, the other person could gain access to information that you may not want to share with them, such as your medical history.

Examples of individuals making requests for other people include:

- someone with parental responsibility, or guardianship, asking for information about a child or young person (for further information, please read our guidance for organisations on requests for information about children);
- a person appointed by a court to manage someone else's affairs;
- a solicitor acting on their client's instructions; or
- a relative or friend that the individual feels comfortable asking for help.

An organisation receiving the request needs to be satisfied that the other individual is allowed to represent you. They may ask for formal supporting evidence to show this, such as:

- written authorisation from you; or
- a more general power of attorney.

It is the other person's responsibility to provide this when asked to do so.

Should I keep a record of my request?

Yes – whenever possible, we strongly recommend that:

- you keep a copy of any documents or written correspondence for your own records;
- you keep any proof of postage or delivery (such as a postal reference number), if available; and
- if using an online submission form, you take a screenshot before sending.

Where relevant documents are not available for you to copy, consider making a written log of your request. This should include key details, such as:

- the date and time of your request;
- the location (eg if your request was made in person);
- the contact number or submission form you used;
- the details of any contacts you have interacted with;
- notes about any personal information you asked for;
- any further information that the organisation may have asked you to provide;
- any reference numbers given to you; and
- any other relevant information.

This will provide helpful evidence if you wish to:

- follow up your request;
- raise concerns; or
- complain about our response, at a later stage.