



Subject Access Request procedure

Under the UK General Data Protection Regulation (UK GDPR), individuals have the right to ask what personal data the School holds about them, and can make a Subject Access Request (SAR). This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual.

Subject access requests can be made verbally or in writing, (although we would recommend they be submitted in writing) to the Data Protection Officer (DPO). They should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If staff receive a subject access request they must immediately forward it to the DPO, who will co-ordinate the response to the SAR.

Children and subject access requests

Personal data about a child belongs to that child and not the child's parents or carers. For a parent/carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request, or have given their consent.

Children below the age of 12 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents/carers of pupils at our school may be granted without the express permission of the pupil. The Headteacher may discuss the request with the child and take their views into account when making a decision. This is not a rule and a pupil's ability to understand their rights will always be judged on a case-by-case basis.

Responding to subject access requests

When responding to requests, we:

- Will ask the individual to provide 2 forms of identification
- Will carry out checks regarding proof of relationship to the child
- Ensure we have consent for all individuals whose information is requested
- May contact the individual to confirm the request was made, and if necessary, to clarify the information required in order to ensure that the information provided meets their requirements rather than providing lots of information that may not be relevant to their query.
- We will conduct a reasonable and proportionate search.
- We will not provide information that the requester already holds or has access to.
- Will respond without delay and within one month of receipt of the request:
Exceptions to this may be:
 - The one month time limit will begin once we have received the required identification / checks regarding proof of relationship to the child.
 - Where further clarification of the information requested is sought (i.e. if we receive a broad request for all information the school holds). The one month time limit will begin once we have received the requested clarification.
 - when requests are made during school holidays, when the time limit may extend beyond one month or where the reply deadline falls within a school holiday period.
- Will provide the information free of charge.
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month, and explain why the extension is necessary.
- Will respond to the SAR in the same format that the request was submitted. (If postal systems are used, then the information will be sent by recorded / registered mail).
- Can provide the information at the school with a member of staff on hand to help and explain matters if requested or provide a face to face handover.
- Where redaction (information blacked out / removed) has taken place, a full copy of the information will be retained by the school, in order to establish, if a complaint is made, what was redacted and why.
- Will clarify and explain any technical terms or codes, so that the information disclosed is clear.

Exemptions to a SAR may include:

- Third party data, for example information about other pupils or adults that are not the data subject or individual making the request
- Third party information (i.e. information that has been provided by another, such as the Police, Local Authority, Health Care professional or another school) provided to the school, unless consent to disclose this information has been obtained
- Might cause serious harm to the physical or mental health or emotional condition of the pupil or another individual
- Would reveal that the child is at risk of abuse, where the disclosure of that information would not be in the child's best interests
- Is contained in adoption or parental order records
- Is given to a court in proceedings concerning the child
- Has been provided by a third party (e.g. confidential references) and we do not have consent to disclose this information
- Records relating to a live investigation (e.g. an ongoing complaint, behaviour, grievance, disciplinary matter etc)

For full details of exemptions to SARs please visit the ICO website: [A guide to the data protection exemptions / ICO](#)

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee which takes into account administration costs.

A request will be deemed to be unfounded or excessive if it is repetitive, or asks for further copies of the same information.

When we refuse a request, we will tell the individual why, and tell them they have the right to complain.

Other data protection rights of the individual

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (Privacy Notice), individuals also have the right to:

- Withdraw their consent to processing at any time (where consent has been obtained to process personal data)
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their personal data is transferred outside of the European Economic Area
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances
- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable formation (in certain circumstances)

Individuals should submit any request to exercise these rights to the DPO. If staff receive such a request, they must immediately forward it to the DPO.

Complaints

You should raise any concerns with the School's Data Protection Officer – Mrs Sarah Mark on 01268 743445 or email dpo@grovetwood.essex.sch.uk, or write to Grove Wood Primary School, Grove Road, Rayleigh, Essex, SS6 8UA. .

Complaints will be acknowledged by the school at the earliest opportunity, but at the latest within 30 days.

The school will take reasonable steps to investigate the concern without undue delay.

The individual who has raised the complaint will be informed of the outcome once the investigation has concluded.

If the individual is unsatisfied with how the complaint has been managed, they can escalate their concern to the Information Commissioner

Complaints relating to information handling may be referred to the Information Commissioner (the statutory regulator).

Contact

If you have any enquiries in relation to this policy, please contact the Headteacher or Data Protection Officer (see above), who will also act as the contact point for any Subject Access Requests.

Further advice and information is available from the Information Commissioner's Office, www.ico.org.uk

Subject Access Request procedure			Approved by GB
Version	Date	Description of change	
1	May 2018	New procedure	
2	June 2020	Bi-annual review: No changes made to the procedure	
3	September 2022	Bi-annual review: Reference to UK GDPR Clarification around exceptions to 1 month response time (in line with Data Protection Policy)	08/11/2022
4	June 2025	Bi-annual review: Amended wording to clarify that a SAR can be made verbally or in writing Amended wording to clarify that DPO will co-ordinate response to a SAR Amended phrasing about contacting the individual to clarify what information they require Amended phrasing of how a SAR response will be provided to state that it will be in the same format that the request was submitted 'Exemptions to SAR' heading added and expanded	08/07/2025
5	October 2025	Changes made, in relation to the Data Use & Access Act (DUAA) 2025: <ul style="list-style-type: none">• Paragraph added explaining we will conduct a reasonable & proportionate search.• Paragraph added that time limits will be extended whilst we wait for identification from the requester, or when further clarification is sought regarding the SAR.• Paragraph added that we will not provide information that the requester already holds or has access to• Complaints paragraph amended	25/11/2025

Subject Access Request Record

Name of data subject:	
Name of person who made the request:	
Date request received:	
Date response must be made by:	
Contact DPO:	
Date acknowledgement sent:	
Name of person dealing with the request:	

	Notes (overwrite the statements in grey)
Have you received consent from all parties?	Check they have parental responsibility if requesting information about a pupil. Have you received evidence of identity?
Are they entitled to the data?	If no, reply stating reasons and ask for proof
Do you understand what data they are asking for?	If no, ask requestor for clarity
Identify the data	What data sources, where they are kept
Collect the data required	You may need to ask others – state a deadline in your request
Do you own the data?	If no, ask third parties to release external data. If data is supplied by another agency (eg. Psychology Service), you do not own the data
Do you need to exempt/redact data?	If exempting/redacting, be clear of your reasons. Document name, data exempted/redacted, why
Is the data going to be ready in time?	Record delays and reasons Communicate with requestor stating reasons for delay and asking if they would like the data you have collected so far
Create pack	Make sure that the data is in an easy to access format; paper, word, excel etc.
Inform requestor you have the data	Ask them how they would like it delivered
Deliver data	Ask for confirmation/special delivery

Date request completed:

(within 30 days of request)

Signed off by: