

SUBJECT ACCESS REQUEST

1.0 What is a request?

- 1.1 Any student, parent or staff member may ask for sight of information which is held by Framwellgate School Durham (in paper or electronic form). Parents might not use the term 'subject access request' but might ask to see their child's behaviour record. This is personal data and so these rules apply.
- 1.2 The individual making the request will be asked to complete a Subject Access Request form (Appendix 1). These can be obtained directly from the website www.framdurham.net or via the main school office. Although legally these forms do not have to be completed, any request for information must be in writing. It will speed up the process if the form is completed and submitted to the Data Protection Officer (Director of Safeguarding) either in hard copy via reception or to SAR@framdurham.com

2.0 How to respond

- 2.1 On receiving a request, the individual will be contacted by phone to confirm the request was made. The identity of the person making the request will be verified using 'reasonable means'.
- 2.2 Two forms of identification will be requested. However, staff, governors and pupils will be known to the school, so other staff may be able to provide verification.
- 2.3 In most cases the information will be provided within 1 month, and will be free of charge. If the request is complex or numerous, the Academy can have up to 3 months, but we will inform the requestor of this within 1 month and explain why the extension is necessary
- 2.4 School holidays are counted in the response time. In order to comply with timescales, during school holidays, any requests will need to be submitted to the following email: SAR@framdurham.com

3.0 'Unfounded or excessive' requests

- 3.1 If the request is unfounded or excessive, Framwellgate School Durham can:
- charge you a reasonable fee to comply, based on the administrative cost of providing the information.
 - Refuse to respond.
 - Comply within 3 months, rather than the usual deadline of 1 month – we must inform the requestor of this and explain why. Usually 'unfounded or excessive'

means that the request is repetitive, or asks for further copies of the same information.

4.0 Refusing a request

4.1 Framwellgate School Durham can refuse a Subject Access Request. However, if we do, then we must:

- Respond to the requestor within 1 month.
- Explain why we are refusing the request.
- Inform you of how you can complain to the ICO (Information Commissioner's Officer).

5.0 Other rights for individuals

5.1 As well as the right to access their data, the GDPR also grants individuals further rights in relation to their own data. Individuals will have the right to:

- Be informed about how their data is used (typically through privacy notices)
- Have inaccurate or incomplete information about them corrected
- Have their data deleted where there is no compelling reason for its continued use
- Block or restrict processing of their data
- Obtain and reuse their data for their own reasons across different services ('data portability')
- Object to the processing of their data for particular purposes
- Not be subject to an automated decision made through the use of data, which has a legal or significant effect on the person

You can read more information about what each right means and the rules surrounding them, in the ICO guide to the GDPR.

If you have any queries relating to these other rights, please email DPO@framdurham.com

Framwellgate School Durham

Newton Drive

Durham

DH1 5BQ

Re: Subject Access Request

Dear Data Protection Officer.

Please provide me with the information about me that I am entitled to under the General Data Protection Regulations. This is so I can be aware of the information you are processing about me, and verify the lawfulness of the processing.

Here is the necessary information:

Name	
Relationship with the school	Please select: Pupil / parent / employee / governor / volunteer Other (please specify):
Correspondence address	
Contact number	
Email address	

<p>Details of the information requested</p> <p><i>Insert details of the information you want that will help us to locate the specific information. Please be as precise as possible, for example:</i></p> <ul style="list-style-type: none">• <i>Your personnel file</i>• <i>Your child's medical records</i>• <i>Your child's behaviour record, held by [insert class teacher]</i> <p><i>Emails between 'A' and 'B' between [date]</i></p>	<p>Please provide me with:</p>
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If you need any more information from me, please let me know as soon as possible.

Please bear in mind that under the GDPR a fee cannot be charged to provide this information (unless the request is considered unfounded or excessive), and in most cases, must supply me with the information within 1 month.

If you need any advice on dealing with this request, you can contact the Information Commissioner's Office on 0303 123 1113 or at www.ico.org.uk

Yours sincerely,

Name