

Subject Access Requests under GDPR

What are subject access requests?

Individuals have the right to access the personal data and supplementary information we hold about them. This allows them to be aware of, and verify the lawfulness of, us processing this data. This right applies to everyone whose personal data is held by Dallam School, including staff, governors, volunteers, parents and students.

Summary of new rules - In most cases, we will:

- Provide the information free of charge
- Comply within 1 month
- Provide the information in a commonly used electronic format, if the request was made electronically

Format of requests - Subject access requests will be dealt with by the Data Protection Officer (DPO) – Dallam School's DPO is Mrs Jo Hamer.

A template for submitting subject access requests is available on the school's website. It is easier for us to recognise and respond to requests if they are in a consistent format, although we will still accept requests made in other formats.

How we will respond

- We will contact the individual via phone to confirm the request was made
- We will verify the identity of the person making a request using 'reasonable means'
- Generally, this means we will ask for two forms of identification
- In most cases we will provide the information requested within 1 month, and free of charge
- If the request is complex or numerous, we will comply within 3 months, but will inform the individual of this within 1 month and explain why the extension is necessary
- If the request is made electronically, we will provide the information in an electronic format

'Unfounded or excessive' requests

If the request is unfounded or excessive, we can either:

- Charge a reasonable fee 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 will inform the individual of this and will explain why

Refusing a request

If we refuse a request, we will:

- Respond to individuals within 1 month
- Explain why we are refusing the requests
- Advise individuals they have the right to complain to the ICO

Must schools still respond during the summer holidays?

If we receive a request in the school holidays, we will respond within the same time frame.