



Oaklands School

"The best for all, the best from all"

Rights of Access

(Subject Access Request)

Guidance & Policy Framework

Date reviewed:	Headteacher Signature:	Headteacher Name:	Governor Signature:	Governor Name:	Policy to be signed off at Full GB meeting: YES/NO	Policy Review Date:

Dealing with Subject Access Requests

General Summary

Under GDPR individuals have the right to obtain:

- confirmation that their data is being processed;
- access to their personal data; and
- other supplementary information, such as why you are processing their data, who you have shared the data with and where you gathered the data from.

You must provide a copy of information free of charge, although a 'reasonable fee' may be charged if a request is deemed unfounded, excessive or particularly repetitive. This fee can only be based on the administrative cost of providing the information.

You have 1 month from the receipt of the request to comply. This may be extended by up to 2 months if the request is complex but the individual must be advised of this extension within 1 month of their request. You cannot simply extend the time period to give yourself more time or to bypass school holidays.

The ICO have reiterated that a school's holiday period is not an appropriate reason for an automatic exemption of timescales and that SARs must be serviced even when submitted during a holiday period. It is the school's responsibility to ensure they have appropriate processes in place to allow for requests to be serviced during this period.

Where a request is manifestly unfounded or excessive then you can charge a reasonable fee but you could also refuse to respond. If you choose not to comply with the request, you must explain to the individual why you have decided not to comply and inform them that they can challenge this by contacting the ICO.

You must verify the identity of the person making the request, using 'reasonable means'.

If the request is made electronically, you should provide the information in a commonly used electronic format.

If the request is for a large amount of information, you are allowed to ask the individual to specify the information they are after in order to narrow your search.

Requests do not have to be made in writing.

SARS and Educational Records Requests

A member of staff, an individual whose information may be held by the school (such as a former pupil), a parent or pupil, or someone acting on their behalf, may make a SAR in respect of personal data held about them by a school.

What Is Personal Data?

- Personal data is any data that can be used either on its own, or in conjunction with other data, to identify a living individual.
- This means personal can be (but isn't limited to) – names, addresses, dates of birth, car registration details, photos, video clips.
- Personal data can also be people's opinions. For example – *"Phil thinks that this case has been a waste of time."* Would be Phil's personal data.

What is Sensitive Personal Data?

- Sensitive personal data is information about a person that falls into the following categories:
 - Race, Religion, Trade Union Membership, any information about Physical or Mental Health conditions, Sexuality (Sexual Orientation), political opinions, Criminal Record and information associated with that (alleged offences etc).

When information is requested about a pupil there are two distinct rights to information to consider.

They are:

- the pupil's right of subject access (including the parent's right to act on the pupils behalf);
- and the parent's right of access to their child's 'educational record' (this right of access is only relevant to maintained schools – not independent schools, English academies or free schools.)

There is a clear overlap as to what may be requested as a result of a Subject Access Request under GDPR and what may be requested under the Education (Pupil Information) (England) Regulations 2005 as the timescale for dealing with the latter is noticeably shorter (15 days) and a fee may be charged (detailed below).

A request for an Educational Record includes most information about current and past pupils that is processed by or on behalf of a school. However, information kept by a teacher solely for their own use does not form part of the educational record, this information may however form part of a SAR.

It is likely that most of the personal information a school holds about a particular pupil will form part of the pupil's educational record. However, it is possible that some of the information could fall outside the educational record; eg, information about the pupil provided by the parent of another child is not part of the educational record.

The Pupil Information Regulations give specific rights to **parents** to access their child's educational record. By comparison, parents accessing their child's personal data under the *GDPR* are exercising the **child's** right of subject access on the child's behalf. Therefore, the pupil cannot prevent a parent from accessing their educational record under the Pupil Information Regulations, but they could

object to their parent exercising this right under the GDPR, assuming the child in question is sufficiently mature to make such a decision.

You must remember that a parent or guardian does not have an automatic right to all information held about their child. The right belongs to the child and the parent(s) acts on their behalf, where they have parental responsibility for the child. In England the age at which a child reaches sufficient maturity to exercise their own right to access their information is normally 12, but this may vary amongst individuals. Once a child reaches sufficient maturity, the parent may only act with their child's consent.

Where a child is over 12 and a request is made on their behalf, you may contact them separately to seek their signed consent for someone to access their records on their behalf (this would include their parent). When deciding whether information about a child can be released, consideration is also given to the best interests of the child.

The school should adopt, and make available, a written policy relating to the handling of SARs made by parents for young people over the age of 12.

If it is not clear whether a requester has parental responsibility for the child or is acting on their behalf, you should clarify this before responding to the SAR.

In deciding what information to supply in response to a SAR, you need to have regard to the general principles about exemptions from subject access.

Examples of information which (depending on the circumstances) it might be appropriate to withhold include:

- information that might cause serious harm to the physical or mental health of the pupil or another individual;
- information that would reveal that the child is at risk of abuse, where disclosure of that information would not be in the child's best interests;
- information contained in adoption and parental order records; and
- certain information given to a court in proceedings concerning the child.

	Subject Access Request	Educational Record Request
Who can request?	<ul style="list-style-type: none"> • Parent (with pupil permission) - child's information • Parent - own information • Pupil – own information • Staff – own information • Other – own information 	Parent or individual with parental/ guardianship responsibility
What is included?	All personal data about the individual held by the school held in a 'relevant filing system' - this includes paper and electronic format including email and CCTV.	Child's Educational Record
Time to respond	1 month	15 days
Cost	0	from £1 for 1-19 pages up to £50 for 500 + pages
Where does it apply	All schools	Maintained schools only

Requests

Requests do not have to be made in writing and staff should be trained to be able to understand what a SAR is and what the appropriate process is.

While requests do not have to be made in writing, it is clearly easier for you to keep track of and monitor requests if you have a clear paper trail. We would advise making the Example School Subject Access Request Form (Appendix 1) available on the school website and in printed form in the school office. You may even want to provide printed copies to key staff to pass out to a parent should they make a request.

Note that the form clearly states 'The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request. You are not obliged to complete this form to make a request, but doing so will make it easier for us to process your request quickly.' Should an individual not want to complete the form then details should be recorded manually.

Whether a form is used or not, a tracking form, (Appendix B) is provided for recording the current position of all requests.

Note: It is important to confirm whether the request being made is a Right of Access/Subject Access Request or whether it is a request for an Educational Record as made under the Education (Pupil Information) (England) Regulations 2005.

Proof of Identity

To ensure you are releasing data to the right person you need to satisfy yourself as to their identity. Clearly if it is a parent well known to you and they make their request in person you may feel it appropriate to wave this requirement. But if a request is made by phone or email and you cannot visually confirm the identity of the individual then you should take appropriate steps to satisfy yourself as to their identity.

We would recommend this is done by supplying a photocopy or scanned image (not the originals) of such documentation as :

- 1) Proof of Identity Passport, photo driving licence, national identity card, birth certificate.
- 2) Proof of Address Utility bill, bank statement, credit card statement (no more than 3 months old); current driving licence; current TV licence; local authority tax bill, HMRC tax document (no more than 1 year old).

If an individual is unable to provide any of them above due to particular personal circumstances,

Where requesting details of information held about a pupil, you may need to confirm their right to this information. In order to do this you may request a copy of the child's birth certificate or other official documentation confirming parental/guardianship rights.

Where information is requested on behalf of another individual, you must obtain a copy of the written authority of the individual involved confirming both their and the requestors identity and

clearly stating they are acting on their behalf and with their full knowledge. This may, for example be a request made by a solicitor on behalf of someone else.

It is up to the school to determine what level of identification they are happy with but you must ensure you are taking appropriate steps to satisfy yourself as to the identity of the requestor.

The 30 day time limit will not start until you have adequately confirmed the identity of the individual.

Timescales

As noted, the timeframe for responding to a SAR is one month (accepted to be 1 month) with a 2 month extension allowable for complex requests. This is not 30 working days. If a request is received and you have adequately confirmed the individuals identity, where required, on the 15th of June, for example, you should have completed the request by the 15th July.

The clock starts ticking the day after a request is made (or the day after additional information or identification where required, has been obtained) regardless of whether this is a working day or not. So if a request is received on a Friday, the 1 month requirement to comply starts on the Saturday.

A key question for schools is 'what happens if we get a SAR just before the summer holiday'. There is no exemption for schools to extend the process simply because it would fall into a holiday period. The recommendation from the DfE is to explain in your Privacy Notice and SAR policy that while you will action SARRS normally during the year, this may prove more difficult during holiday periods. Note that this does not exempt you from your responsibilities to comply but may allow a parent to agree to slight delay.

UPDATE: It is noted, however, that the ICO does not accept school holidays as falling within the 'excessive or complex' criteria for extending the period by which you must comply and state you should take appropriate measures to ensure SARRs are serviced during holiday periods.

The school should identify what process it will adopt for complying with SARRs that either fall into a holiday period or are made during a holiday period and this process must be clearly communicated.

Redacting Information

The Right of Access only extends to an individual's own data, which means that you must redact (remove) the personal information of other people who have not consented to their information being released. These individuals are referred to as "third parties".

It is the schools responsibility to ensure that when they release data they have correctly redacted it and ensured that the redaction cannot be removed.

Identifying Personal Data

- When removing personal data from a document, it is important to remove not only names and addresses but also associated information about the third party.

For example: - The applicant, Jane has made a request for her own information. The document we are looking at also contains information about her brother John. Jane should only see information about herself.

If the sentence reads

Jane's brother John has been arrested for shoplifting.

It would not be enough to remove the brother's name (as below).

Jane's brother [REDACTED] has been arrested for shoplifting. – This redaction would not be sufficient to protect John's privacy and information as leaving in "Jane's brother" would still reveal his identity.

The whole sentence is John's personal data. Although Jane is mentioned, it is only in the context of talking about John. In cases like this – the whole sentence should be removed.

Key Points

- Is the data personal? If the data is discussing setting up meetings or procedures, this is unlikely to be personal data and does not need to be disclosed.
- Who is the "focus" of the data? Who is the data about? If the requestor is the focus of the data and the data is about them, then it can be considered for release.
- Always consider the context of the information, third parties might not be named directly but watch for references to them within the text, where they are referred to as siblings, friends or relatives – terms that can still identify them without naming them.
- Think about whether the applicant will already know the information that they are requesting. For example, if someone was taken into care at 15 with their siblings and request their information when they are 17, it is likely they will know that their siblings were taken into care as well so there is no need to remove mentions of their siblings in relation to being taken into care.
- Always take note of who has provided the information. The names of sources or witnesses are always to be protected under our duty of confidence responsibilities.
- If the information has been provided by another organisation, you still own that information and has to consider whether it is appropriate to be released. It may be good practise to get advice from the organisation that provided it about how to redact it but they cannot tell you what decision to make. That decision must be your own.

Deciding Whose Data Is Whose

- When redacting information for a SAR, it can often be difficult to decide which data the applicant is entitled to see and which information they are not.
- In certain situations it will be extremely difficult, if not impossible to separate the personal data of two different people. In these situations, a decision must be made as to whose rights take precedence.

Example: -

If a document contains the following sentence. Stephen is the applicant and James is a third party.

"James told me that he thinks Stephen is an idiot."

There are numerous different types of personal data involved.

- Stephen is mentioned as the focus of the sentence so this is his personal data.
- The sentence is James' opinion about Stephen and is therefore James' personal data.

A decision has to be made, what is greater – Stephen's right to know what data is held about him or James' right to privacy? Always consider the consequences of releasing the information you are reviewing, weigh up the decision and try to see both sides of the argument. Be fair, but be cautious as well.

Each case will be different, judge each case on its merits and always record your decision.

Further guidance on redacting information is given in Appendix C.

Note: While we can advise on the validity of a SAR as well as any questions you may have as to what can and should be released, we do not take responsibility for identifying where information is held .

Exemptions

The DPA sets out a number of exemptions which allow information to be withheld from data subjects in circumstances in which it would otherwise need to be disclosed. There are a range of exemptions that relate to such issues as: legal professional privilege, confidential references, child abuse data etc. but you must ensure they are applied appropriately.

Where you identify information you believe should not or may not be disclosed to the individual it is important to refer the details to the DPO to allow them to assess whether an exemption may apply.

The application of any exemption must be clearly recorded for future reference.

Right of Appeal

If an individual believes you have not provided all of the required information or if you do not comply with the necessary timescales they can appeal to the Information Commissioner's Office so it is important to ensure you provide all of the relevant information.

Be careful not to withhold information simply because you do not wish the applicant to have it – for example if unflattering comments have been made on an email and disclosure may prove embarrassing for the school. Remember that it is also an offence to delete information required for a SAR once the request has been made.

Dealing with a Subject Access Request

You should follow the same process for each request that you get in order to ensure staff are comfortable with the process. Here are some general pointers as to steps that should be considered.

Are you satisfied that this request is genuine?

Requests are sometimes made fraudulently and it is therefore sensible to make reasonable checks. For example, you could check whether the email address has been used to correspond with the parents previously or call the parents to verify the request.

Have you identified who the request is about?

Don't assume that a parent is asking for information about their child. They may be asking for the information you hold about them so always clarify the nature of the request and make sure that they understand exactly what information may be included. If the request is being made on behalf of someone else, even if it is a solicitor, you need them to provide clear evidence that they can make the request.

Identify what the request actually is

Is the request being made a straightforward Subject Access Request or is it a request for an Educational Record. It is important to identify which it is because there is a massive difference in the timescales involved.

Is the pupil's consent needed to disclose his personal data to his parents?

When children are aged 12 or older, they are generally considered mature enough to exercise their own data protection rights. You should therefore consider if the pupil's consent is needed before making a disclosure of information to their parents. You must remember that a parent or guardian does not have an automatic right to all information held about their child. The right belongs to the child and the parent(s) acts on their behalf, where they have parental responsibility for the child. In England the age at which a child reaches sufficient maturity to exercise their own right to access their information is normally 13, but this may vary amongst individuals. Once a child reaches sufficient maturity, the parent may only act with their child's consent.

Do require any further information to locate the personal data requested?

You are entitled to ask for information to help you locate the personal data requested.

For instance, you may wish to clarify if the request is for all the personal data held about a child or simply that relating to the details of a specific incident. The individual does not have to narrow their request but often, if you explain that it may speed up the process, they may be willing to narrow it down.

Remember about the time limits.

Under GDPR your school has 30 calendar days to comply with a SAR. The 1 month normally begins on the day after that the request was received or more commonly when you have satisfied yourself of the requester's identity.

However, the 1 month will not start to run until you have received:

- any information asked for to satisfy yourself of the requester's identity
- any information requested to locate the personal data (so long as the school's request for further information is reasonable)

The 30 calendar day period is not extended because of the school holidays. For example, if a request is received on 10 July the deadline to respond, taking 30 calendar days as 1 month is 10 August (subject to the points made above).

Individuals sometimes make requests immediately before the school holidays to cause maximum disruption. It is therefore important to promptly identify subject access requests and have a procedure in place to handle them, you can't just ignore them until you return to school.

Don't assume you are exempt

Even if you are an independent school and not subject to Freedom of Information requests, you must still comply with SARs.

Don't think that SARs only apply to information held on a computer

Personal data comprises information held on a computer and which is held in a structured paper filing system. An example of a structured paper filing system would be a file about an individual which is sub-divided by category of information which means the specific information is readily accessible. It also includes information you intend to add to an appropriate classification system even if it has yet to be added.

Don't think that the request must provide a reason why the individual wants their information

There is no requirement to provide a reason. Under GDPR the request doesn't even have to be in writing.

You may have to disclose information which was received from a third party

Although there are some exceptions, individuals are generally speaking entitled to their personal data which is held by your school even if this information came from a third party. But if the information is especially sensitive such as it came from a medical professional or a social worker then you should seek advice from that organisation as to whether you are happy to release the information. The decision to release will always be yours as the data controller and should be recorded.

Don't think that only factual information about someone is disclosable

Personal data includes opinions about people. It also includes any indication of intentions in respect of a person.

There is no exemption for information which would be embarrassing to the school to disclose. For example, an email from a member of staff to a colleague criticising a parent might be disclosable if that parent made a SAR for their own information.

1. Making a Subject Access Request (SAR)

1.1 Under the General Data Protection Regulation you have the right to request access to information we hold about you.

1.2 Under this right you can request:

- Confirmation that we hold personal information about you and why we do so
- A copy of any information we may hold about you.

1.3 An individual is entitled to make a request for the information we hold about them, but in certain circumstances they may be able to make a request for information we hold on someone else.

1.4 If you have parental responsibility for a child at this school, you may wish to make a request to identify what personal data we hold on that child, as well to request a copy of that information

1.5 The applicant must effectively communicate their request to the school. While there is no requirement for this request to be made in writing, the school will make available a SAR Request form to help facilitate this process.

2. Proof of Identification

2.1. If we have any cause to doubt your identity we will ask you to provide any evidence we reasonably need to confirm your identity. This may be done by requesting a recognised form of identification. Items requested may be:

- Proof of Identity Passport, photo driving licence, national identity card, birth certificate.
- Proof of Address Utility bill, bank statement, credit card statement (no more than 3 months old); current driving licence; current TV licence; local authority tax bill, HMRC tax document (no more than 1 year old).

2.2. Where individual are unable to produce any of the above documentation, we may ask what identification you may possess which would allow us to satisfy ourselves as to your identity.

2.3. Where requesting details of information held about a pupil, we will confirm your right to this information. In order to do this we may request a copy of the child's birth certificate or other official documentation confirming parental/guardianship rights.

2.4. Where requesting information on behalf of another individual, we will request a copy of the written authority of the individual involved confirming both their and your identity and clearly stating you are acting on their behalf and with their full knowledge.

3. How we process Subject Access Requests

3.1 The school will clarify the nature of the request and determine whether the request relates to information belonging to a child or whether the request has been made in relation to information belonging to the requestor.

3.2. In the event that a large quantity of information is being processed about an individual, the school may ask the individual to specify the information the request is in relation to.

3.3. If we identify information that relates to third parties we will take all reasonable steps to establish whether this information can be disclosed. In some cases, we may contact the 3rd party to seek consent for the release of this information.

3.4. We are not required to disclose information relating to third parties, unless they have provided their consent or it is reasonable to do so without their consent. If the third party objects to the information being disclosed we may seek legal advice on what action we should take.

3.5. Before sharing any information that relates to third parties, we will where possible anonymise information that identifies individuals not already known to the applicant. We will also edit information that may affect another party's privacy, and if necessary summarise the information provided (rather than provide a full copy of the document).

3.6. Once we have confirmed identification, resolved any queries around the applicant's request, and gathered the relevant information, we will issue our response electronically via a secure email service, or if requested, via hard copy. Hard copy responses will be sent by Royal Mail recorded delivery in an envelope or package marked 'Private and Confidential' and 'Addressee Only'.

3.7. Where requests relate to information in the form of video images captured by our CCTV security cameras, we may ask whether the requester would be satisfied with viewing these images at our premises.

4. Right to Information

4.1. Parents accessing their child's personal data under the GDPR are exercising the child's right of subject access on the child's behalf.

4.1. A parent or guardian does not have an automatic right to information held about their child. The right belongs to the child and the parent(s) acts on their behalf, where they have parental responsibility for the child.

4.2. In England the age at which a child reaches sufficient maturity to exercise their own right to access their information is normally 12, but this may vary amongst individuals. Once a child reaches sufficient maturity, the parent may only act with their child's consent.

4.3. Where a child is over 12 and a request is made on their behalf, the school may contact them separately to seek their signed consent for someone to access their records on their behalf. When deciding whether information about a child can be released, consideration will be given to the best interests of the child. This will be done in line with our recorded policy relating to the Rights of Children.

4.4. The school will not service a Subject Access Request for information held on a child if the child, having been deemed capable of understanding the nature of the request and the consequences of their actions, refuses to consent to this information being disclosed.

5. The cost of a Subject Access Request

5.1. A copy of the information will be supplied to the individual free of charge; however, the school may impose a 'reasonable fee' to comply with requests for further copies of the same information.

5.2. Where a request is manifestly unfounded, excessive or repetitive, a reasonable fee may be charged.

5.3. All fees will be based on the administrative cost of providing the information.

5.4. Where a fee has been imposed the individual has the right to appeal to the cost specified in the first case to the School and, if they are still unsatisfied, they may complain to the Information Commissioner's Office.

6. Timeframe for responding to Subject Access Requests

6.1. A response must be sent within 1 month starting from the day after we have received all the information necessary to identify you and, where necessary, identify the information requested. We will aim to respond to all requests as soon as possible within this timeframe.

6.2. Where a response is proving difficult to service we may provide information available while continuing to work through additional information.

6.3. In the event of numerous or complex requests, the period of compliance will be extended by a further two months. The individual will be informed of this extension, and will receive an explanation of why the extension is necessary, within one month of the receipt of the request.

6.5. In the event that a large quantity of information is being processed about an individual, the school may ask the individual to specify the information the request is in relation to.

6.6. The school will adopt an appropriate procedure that will allow it to service any Subject Access Requests made during a period of school closure (holiday periods)

6.7. As a matter of course, requests submitted during any holiday period will be responded to within the required timescales. However, the school is conscious of the fact the ability to service such requests may be made more complex by staff absence but will strive to ensure appropriate procedures are in place to deal with requests made during those periods.

6.8. Should a holiday close down period severely affect the school's ability to facilitate the production of the required information, the requestor will be notified as to the cause of any expected delay within good time.

6.9 In such circumstance we may provide the requestor with the material most readily available while we work to identify any additional information.

7. Grounds for not complying with Subject Access Requests

7.1. Where a request is manifestly unfounded or excessive, the school holds the right to refuse to respond to the request. The individual will be informed of this decision and the reasoning behind it, as well as their right to complain to the supervisory authority and to a judicial remedy, within one month of the refusal.

7.2 If you have made a previous subject access request we must respond only if a reasonable interval has elapsed since this previous request was made. We will define a reasonable interval by reviewing the elapsed time, nature of information, and changes that have occurred since the last request was made.

8. What to do if you identify inaccurate information in our records

8.1. If you identify an error in the information we hold please notify us as soon as possible. If we agree that the information is inaccurate we will take all reasonable steps to correct the information or if relevant and practically possible, remove the inaccurate information by deletion or destruction.

8.2. If we believe the information is accurate, or we are unable to make a decision as to the accuracy of the information, we will keep a note of the alleged error on the file.

9. What to do if you want us to stop processing your data.

9.1. You have the right to ask us to delete or completely stop processing some or all of your data, or stop processing this data in relation to a particular purpose or in a particular way. The right to prevent processing applies in certain limited circumstances.

9.2. We will respond to an objection within 30 days of receipt, and in writing, advising that we have either complied with your request, intend to comply with it, or state the extent to which we will comply with it and why.

9.2. Where we will not or cannot comply with a request to delete or stop processing data we will clearly communicate those reasons to you.

10. Complaints procedure

10.1 An individual having any complaint in connection with our actions has the right to present a complaint in writing to the School's Data Protection Officer

School's Data Protection Officer
Cheshire West and Chester Council,
3rd Floor,
Civic Way,
4 Civic Way,
Ellesmere Port,
CH65 0BE

Email: schoolDPO@cheshirewestandchester.gov.uk

10.2 If you remain dissatisfied, you have the right to report your concern to the Information Commissioner's Office (ICO).

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45

<https://ico.org.uk>

11. Policy review

11.1. This policy is reviewed annually.

10.2. The next scheduled review date for this policy is May 2020

Appendix 1

Example School Subject Access Request Form

Please note, this form should be used in conjunction with your agree Data Protection/Subject Access Request Policy.

Please complete this form if you want us to supply you with a copy of any personal data we hold about you or your child

You are currently entitled to receive this information under the General Data Protection Regulation (GDPR).

We will endeavour to respond promptly and in within one month of the latest of the following:

- Our receipt of your request; or
- Our receipt of any further information we may ask you to provide to enable us to comply with your request.

Please Note: The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request. You are not obliged to complete this form to make a request, but doing so will make it easier for us to process your request quickly.

1. Details of the person requesting the information:

Full Name:	
Address:	
Contact Telephone:	
Email Address:	

2. Are you the subject of the information you are requesting?

Please tick the appropriate box and read the instructions which follow it.

☐ **YES:** I am the data subject.

☐ **NO:** I am acting on behalf of the data subject in a parental capacity.

☐ **NO:** I am acting on behalf of the data subject and have enclosed written authority and proof of the data subject's identity and my own identity (see below).

Proof of Identity

To ensure we are releasing data to the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one of both of the following:

- 1) Proof of Identity Passport, photo driving licence, national identity card, birth certificate.
- 2) Proof of Address Utility bill, bank statement, credit card statement (no more than 3 months old); current driving licence; current TV licence; local authority tax bill, HMRC tax document (no more than 1 year old).

Where requesting details of information held about a pupil, we need to confirm your right to this information. In order to do this we need a copy of the child's birth certificate or other official documentation confirming your parental/guardianship rights.

Where requesting information on behalf of another individual, we need a copy of the written authority of the individual involved confirming both their and your identity and clearly stating you are acting on their behalf and with their full knowledge.

If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

Note: where requests are made in person and we can identify an individual due to a current or prior relationship with the school, for example if you are a parent known to us, we may wave the right of identification at our discretion.

3. Details of the Data Subject (if different to 1 above)

Full Name:	
Address:	

Please tick the box which applies to (this information may help to speed up your request):

	Student <input type="checkbox"/>	Former Student <input type="checkbox"/>	Parent/ Guardian of student/ former student <input type="checkbox"/>	Current Staff <input type="checkbox"/>	Former Staff <input type="checkbox"/>
Age:					
Year group/class:					

Insert Year of leaving:					
Insert Years From/To:					

Please Note: A parent or guardian does not have an automatic right to information held about their child. The right belongs to the child and the parent(s) acts on their behalf, where they have parental responsibility for the child. In England the age at which a child reaches sufficient maturity to exercise their own right to access their information is normally 13, but this may vary amongst individuals. Once a child reaches sufficient maturity, the parent may only act with their child's consent.

Where a child is over 13 and a request is made on their behalf, we may contact them separately to seek their signed consent for someone to access their records on their behalf. When deciding whether information about a child can be released, consideration is also given to the best interests of the child.

Please refer to the school's Information Rights Policy for further information.

4. What information are you seeking?

Please describe the information you are seeking. Please provide any relevant details you think will help us to identify the information you require.

Please note: that if the information you request reveals details directly or indirectly about another person we will have to seek the consent of that person before we can let you see that information. In certain circumstances, where disclosure would adversely affect the rights and freedoms of others, we may not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision.

While in most cases we will be happy to provide you with copies of the information you request, we nevertheless reserve the right, not to provide you with copies of information requested if to do so

would take “disproportionate effort”, or may charge a fee or refuse the request if it is considered to be “manifestly unfounded or excessive”.

However we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

5. Information about the collection and processing of data

If you want information about any of the following, please tick the boxes:

- ☐ Why we are processing your personal data
- ☐ To whom your personal data are disclosed
- ☐ The source of your personal data

6: Disclosure of CCTV images

If the information you seek is in the form of video images captured by our CCTV security cameras, would you be satisfied with viewing these images at our premises?

- ☐ YES
- ☐ NO

7. Declaration

Please note that any attempt to mislead may result in prosecution.

I confirm that I have read and understood the terms of this subject access form and certify that the information given in this application to **Oaklands School** is true. I understand that it is necessary for **Oaklands School** to confirm my / the data subject's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

I further understand that, in line with the School's Subject Access Request Policy, if I am requesting information in relation to my child the school reserves the right to request the consent of my child in relation to the releasing of information. If consent is not forthcoming, the school are unable to comply with my request.

Signed..... Date

Documents which must accompany this application:

- Evidence of your identity (see section 2)
- Evidence of the data subject's identity (if different from above)
- Authorisation from the data subject to act on their behalf (if applicable)

Please return the completed form to: Debby Palmer at **Oaklands School the School Data Protection Officer Lead**

Additional Rights: If after you have received the information you have requested you believe that:

- the information is inaccurate or out of date; or
- we should no longer be holding that information; or
- we are using your information for a purpose of which you were unaware;
- we may have passed inaccurate information about you to someone else;

then you should notify our Data Protection Officer at once.

Subject Access Request Record

Refer to the school's Right of Access Policy for further information as to the correct procedure in confirming data subject and in relation to the issue of parental rights and student consent (where applicable)

Name of data subject:.....

Name of person who made request:
(when request is made for child data)

Date request received:

Date acknowledgement Sent:

Date identity was confirmed:

Required completion date (within 1 month):
.....

Prompts	Notes: (write over with own comments)
Identified as a SAR?	Has this request been identified as a SAR or an Educational Record Request?
Is the individual entitled to the data?	If no reply and state the reasons for refusal (for example, not SAR)
Do you understand what data they are asking for?	What are the data sources, where are they kept? Do you require the individual to clarify the request?
Do you have access to the data?	You may need to ask others, class teachers etc, for data relating to individual. Set a deadline for them to respond.
Can you release all of the data?	If exempting information be clear as to the reason why and log the reason.
Are redactions required?	Do you need to redact any third party data?
Are there any foreseen delays in responding to the request?	Record delays and reasons. Communicate with requestor stating why there may be a delay. Give an approximate timescale as to when the request will be fully completed but ask if they would like the information collected so far.

Create pack	Ensure the data is in an easily accessible format. Ensure all appropriate redactions have been carried out.
DP Lead/Officer Sign off	DPO to verify appropriate redactions have been made and to sign off information for release
Issue information	Date pack was issued.

Note: Requests on behalf of children - A parent or guardian does not have an automatic right to information held about their child. The right belongs to the child and the parent(s) acts on their behalf, where they have parental responsibility for the child. In England the age at which a child reaches sufficient maturity to exercise their own right to access their information is normally 13, but this may vary amongst individuals. Once a child reaches sufficient maturity, the parent may only act with their child's consent.

Where a child is over 13 and a request is made on their behalf, we may write to them separately to seek their signed consent for someone to access their records on their behalf. When deciding whether information about a child can be released, consideration is also given to the best interests of the child.

Refer to the school's Data Protection Policy for further information.

Date request was completed and issued :

I confirm all appropriate documentation has been identified and supplied:

Signed by (issuer):

Date:

I can confirm appropriate third party information has been removed and necessary redactions have been carried out correctly.

Signed by (Data Protection Lead/Officer):

Date:

Appendix C

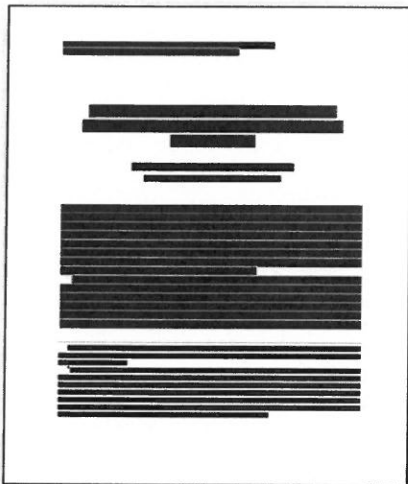
Redaction Toolkit

What is Redaction?

- Redaction is the process of removing information from documents that either exempt or shouldn't be released when the document is disclosed to either another organisation or individual.
- The information that is removed could be anything from names or sentences to whole pages.

Principles of Redaction

- Always redact in a fair way. Redaction is not an exercise in hiding things, it removing information that shouldn't be released, from documents that will be disclosed to others.
- Only redact exactly what is necessary. If taking out one line is enough, don't redact the whole page.
- If you need to redact a lot of information from one page, make sure what is left still makes sense. If it doesn't – remove it. We don't want to release any pages that look like this: -



- Redaction should be undertaken by staff who are knowledgeable about the type of document they are reviewing and understand the information within it. That way they make decisions about what should be removed based on their professional/technical knowledge.

Redaction Golden Rules

- Always redact on a copy of the original document. If you are redacting an electronic document, make a copy. If you are redacting physical documents, copy them and work on the copies.
- Keep a record of your redactions that lists why you are redacting particular information. Keep a blank copy and a redacted copy of the documents. This will be needed for audit purposes should there be a challenge into the application of exemptions.

- Redactions should be checked by a supervisor and/or the Disclosures Team before release.
- Keep a record of the request for information and the response, for audit purposes.
- Always prepare the final versions for release properly. When using Adobe, the redactions are not locked in place by the program. For this reason, the final redacted version will need to be printed, then scanned back in to “seal” the redactions.
- Ensure documents containing personal data are disclosed using secure email.

Redacting Personal Data

What Is Personal Data?

- Personal data is any data that can be used either on its own, or in conjunction with other data, to identify a living individual.
- This means personal can be (but isn’t limited to) – names, addresses, dates of birth, car registration details, photos, video clips.
- Personal data can also be people’s opinions. For example – *“Phil thinks that this case has been a waste of time.”* Would be Phil’s personal data.

What is Sensitive Personal Data?

- Sensitive personal data is information about a person that falls into the following categories:
 - Race, Religion, Trade Union Membership, any information about Physical or Mental Health conditions, Sexuality (Sexual Orientation), political opinions, Criminal Record and information associated with that (alleged offences etc).

Redacting for a Subject Access Request

- An individual has a right to request information held about them by an organisation. This right only extends to their own data, which means that you must redact (remove) the personal information of other people who have not consented to their information being released. These individuals are referred to as “third parties”.

Identifying Personal Data

- When removing personal data from a document, it is important to remove not only names and addresses but also associated information about the third party.

For example: - The applicant, Jane has made a request for her own information. The document we are looking at also contains information about her brother John. Jane should only see information about herself.

If the sentence reads

Jane’s brother John has been arrested for shoplifting.

It would not be enough to remove the brother’s name (as below).

Jane's brother [REDACTED] has been arrested for shoplifting. – This redaction would not be sufficient to protect John's privacy and information as leaving in "Jane's brother" would still reveal his identity.

The whole sentence is John's personal data. Although Jane is mentioned, it is only in the context of talking about John. In cases like this – the whole sentence should be removed.

Key Points

- Is the data personal? If the data is discussing setting up meetings or procedures, this is unlikely to be personal data and does not need to be disclosed.
- Who is the "focus" of the data? Who is the data about? If the requestor is the focus of the data and the data is about them, then it can be considered for release.
- Always consider the context of the information, third parties might not be named directly but watch for references to them within the text, where they are referred to as siblings, friends or relatives – terms that can still identify them without naming them.
- Think about whether the applicant will already know the information that they are requesting. For example, if someone was taken into care at 15 with their siblings and request their information when they are 17, it is likely they will know that their siblings were taken into care as well so there is no need to remove mentions of their siblings in relation to being taken into care.
- Always take note of who has provided the information to us. The names of sources or witnesses are always to be protected under our duty of confidence responsibilities.
- If the information has been provided by another organisation to the School, the School still owns that information and has to consider whether it is appropriate to be released. It may be good practise to get advice from the organisation that provided it about how to redact it but they cannot tell the School what decision to make. That decision must be our own.

Deciding Whose Data Is Whose

- When redacting information for a SAR, it can often be difficult to decide which data the applicant is entitled to see and which information they are not.
- In certain situations it will be extremely difficult, if not impossible to separate the personal data of two different people. In these situations, a decision must be made as to whose rights take precedence.

Example: -

If a document contains the following sentence. Stephen is the applicant and James is a third party.

"James told me that he thinks Stephen is an idiot."

There are numerous different types of personal data involved.

- Stephen is mentioned as the focus of the sentence so this is his personal data.
- The sentence is James' opinion about Stephen and is therefore James' personal data.

A decision has to be made, what is greater – Stephen’s right to know what data is held about him or James’ right to privacy? Always consider the consequences of releasing the information you are reviewing, weigh up the decision and try to see both sides of the argument. Be fair, but be cautious as well.

Each case will be different, judge each case on its merits and always record your decision.

Redacting Personal Data when disclosing to other organisations.

Key Principles

- Always ensure the request is legitimate and that the School can legally disclose the information.
- Understand what the request is asking for, who are the people involved? What information do they need to see and what don’t they need to see?
- Ask questions if you aren’t sure what the requester needs to see.
- Remember that we should only disclose the minimum amount of information that will complete the purpose for the request. Where possible, we should remove all extra data from our documents before they are sent out.
- For example: - if another authority need to see documents about a specific family but they contain information about other people that the requesting agency does not need to see. In these cases, we would apply the same principles as mentioned in the section above.
- As with SARs (above), ensure that all redactions are “sealed” by printing and re-scanning the documents before release. Also, ensure that the disclosure is checked with a supervisor before release.
- Always keep a record of the request and the response.