



## **Policy Procedure for Receiving and Responding to**

## **Subject Access Requests**

**March 2024**

Our Lady of Lourdes Catholic Multi-Academy Trust - Company Number: 7743523

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## ANNEX Definition of Terms & Template Letters

### Trust Mission Statement

We are a partnership of Catholic schools.

Our aim is to provide the very best Catholic education for all in our community and so improve life chances through spiritual, academic and social development.

*By placing the person and teachings of Jesus Christ at the centre of all that we do, we will:*

- Follow the example of Our Lady of Lourdes by nurturing everyone in a spirit of compassion, service and healing
- Work together so that we can all achieve our full potential, deepen our faith and realise our Godgiven talents
- Make the world a better place, especially for the most vulnerable in our society, by doing **'little things with great love'** St Thérèse of Lisieux

*Ephesians 4:15 (GNT)*

*Instead, by speaking the truth in a spirit of love, we must grow up in every way to Christ,  
who is the head.*

## 1. Policy Statement

- 1.1. All **Data Subjects** have rights of access to their **personal data**. This document sets out the procedure to be followed in relation to any requests made for the disclosure of **personal data processed** by the Trust/School.

## 2. Definition of data protection terms

- 2.1. All defined terms in this policy are indicated in bold text, and a list of definitions is included in Annex I to this policy.

## 3. Recognising a subject access request

- 3.1. As the Trust/School **processes personal data** concerning **data subjects**, those **data subjects** have the right to access that **personal data** under Data Protection law. A request to access this personal data is known as a subject access request or SAR.
- 3.2. A **data subject** is generally only entitled to access their own **personal data**, and not to information relating to other people.
- 3.3. Any request by a **data subject** for access to their **personal data** is a SAR. This includes requests received in writing, by email, and verbally.
- 3.4. If any member of our **Workforce** receives a request for information they should inform the Trust's Data Protection Officer ("DPO") as soon as possible.
- 3.5. In order that the Trust/School is properly able to understand the nature of any SAR and to verify the identity of the requester, any requester making a request verbally should be asked to put their request in writing and direct this to the Trust DPO.
- 3.6. A SAR will be considered and responded to in accordance with the Data Protection Law.
- 3.7. Any SAR must be notified to the DPO at the earliest opportunity.

## 4. Verifying the identity of a Requester

- 4.1. The Trust/School is entitled to request additional information from a requester in order to verify whether the requester is in fact who they say they are.
- 4.2. Where the Trust/School has reasonable doubts as to the identity of the individual making the request, evidence of identity may be established by production of two or more of the following:
- 4.2.1. Current passport
  - 4.2.2. Current driving licence
  - 4.2.3. Recent utility bills with current address
  - 4.2.4. Birth/marriage certificate
  - 4.2.5. P45/P60
  - 4.2.6. Recent credit card or mortgage statement

- 4.3. If the Trust/School is not satisfied as to the identity of the requester then the request will not be complied with, so as to avoid the potential for an inadvertent disclosure of **personal data** resulting to a data breach.

## 5. Fee for Responding to Requests

- 5.1. The Trust/School will usually deal with a SAR free of charge.
- 5.2. Where a request is considered to be manifestly unfounded or excessive a fee may be requested. Alternatively, the Trust/School may refuse to respond to the request. If a request is considered to be manifestly unfounded or unreasonable the Trust/School will inform the requester why this is considered to be the case.
- 5.3. A fee may also be requested in relation to repeat requests for copies of the same information. In these circumstances a reasonable fee will be charged taking into account the administrative costs of providing the information.

## 6. Time Period for Responding to a SAR

- 6.1. The Trust/School has one month to respond to a SAR. This will run from the later of a) the date of the request, b) the date when any additional identification (or other) information requested is received, or c) payment of any required fee.
- 6.2. In circumstances where the Trust/School is in any reasonable doubt as to the identity of the requester, this period will not commence unless and until sufficient information has been provided by the requester as to their identity, and in the case of a third party requester the written authorisation of the **data subject** has been received (see below in relation to sharing information with third parties).
- 6.3. The period for response may be extended by a further two calendar months in relation to complex requests. What constitutes a complex request will depend on the particular nature of the request. The DPO must always be consulted in determining whether a request is sufficiently complex as to extend the response period.
- 6.4. Where a request is considered to be sufficiently complex as to require an extension of the period for response, the Trust/School will notify the requester within one calendar month of receiving the request, together with reasons as to why this is considered necessary.

## 7. Form of Response

- 7.1. **A requester can request a response in a particular format.** In particular where a request is made by electronic means then, unless the requester has stated otherwise, the information should be provided in a commonly readable format.

## 8. Sharing Information with Third Parties

- 8.1. **Data subjects** can ask that you share their **personal data** with another person such as an appointed representative (in such cases you should request written authorisation signed by the **data subject** confirming which of their **personal data** they would like you to share with the other person).

- 8.2. Equally if a request is made by a person seeking the **personal data** of a **data subject**, and which purports to be made on behalf of that **data subject**, then a response must not be provided unless and until written authorisation has been provided by the **data subject**. The Trust/School should not approach the **data subject** directly but should inform the requester that it cannot respond without the written authorisation of the **data subject**.
- 8.3. If the Trust/School is in any doubt or has any concerns as to providing the **personal data** of the **data subject** to the third party, then it should provide the information requested directly to the **data subject**. It is then a matter for the **data subject** to decide whether to share this information with any third party.
- 8.4. **Personal data** belongs to the **data subject**, and in the case of the **personal data** of a child regardless of their age the rights in relation to that **personal data** are theirs and not those of their parents. Parents, in most cases, do not have automatic rights to the **personal data** of their child.
- 8.5. However there are circumstances where a parent can request the **personal data** of their child without requiring the consent of the child. This will depend on the maturity of the child and whether the Trust/School is confident that the child can understand their rights. Generally where a child is under 13 years of age they are deemed not to be sufficiently mature as to understand their rights of access and a parent can request access to their **personal data** on their behalf.
- 8.6. In relation to a child 13 years of age or older, then provided that the Trust/School is confident that they understand their rights, and there is no reason to believe that the child does not have the capacity to make a request on their own behalf, the Trust/School will require the written authorisation of the child before responding to the requester, or provide the **personal data** directly to the child in accordance with the process above.
- 8.7. In all cases the Trust/School should consider the particular circumstances of the case, and the above are guidelines only.

## 9. Withholding Information

- 9.1. There are circumstances where information can be withheld pursuant to a SAR. These are specific exemptions and requests should be considered on a case by case basis.
- 9.2. Where the information sought contains the **personal data** of third party **data subjects** then the Trust/School will:
- 9.2.1. Consider whether it is possible to redact information so that this does not identify those third parties, taking into account that it may be possible to identify third parties from remaining information;
  - 9.2.2. If this is not possible, consider whether the consent of those third parties can be obtained; and
  - 9.2.3. If consent has been refused, or it is not considered appropriate to seek that consent, then to consider whether it would be reasonable in the circumstances to disclose the information relating to those third parties. If it is not then the information may be withheld.
- 9.3. So far as possible, the Trust/School will inform the requester of the reasons why any information has been withheld.

9.4. Where providing a copy of the information requested would involve disproportionate effort the Trust/School will inform the requester, advising whether it would be possible for them to view the documents at the Trust/School or seeking further detail from the requester as to what they are seeking, for example key word searches that could be conducted, to identify the information that is sought.

9.5. In certain circumstances information can be withheld from the requester, including a **data subject**, on the basis that it would cause serious harm to the **data subject** or another individual. If there are any concerns in this regard, then the DPO should be consulted.

## 10. Process for dealing with a Subject Access Request

10.1. When a subject access request is received, the Trust/School will:

10.1.1. immediately notify the Trust's DPO who will, together with the School's GDPR Lead, be responsible for managing the response

10.1.2. if a Subject Access Request is submitted during a period of school closure, to ensure a prompt response, in addition to sending the request directly to the school, please also send the request to: [DPO@ololcatholicmat.co.uk](mailto:DPO@ololcatholicmat.co.uk) where it will reach the Trust DPO. The Trust DPO will acknowledge the Subject Access Request (See Annex 2) within 5 working days and endeavour to respond to the request without undue delay/within one calendar month of the date of the request, however if it is not possible to access all requested information during the period of school closure, the remaining documents may need to be sent once the school re-opens. The DPO will provide an indication of the likely timescale for a full response (See Annex 3,4,5).

10.1.3. take all reasonable and proportionate steps to identify and disclose the data relating to the request;

10.1.4. never delete information relating to a subject access request, unless it would have been deleted in the ordinary course of events – it is an offence to amend or delete data following receipt of a SAR that would not have otherwise been so amended or deleted;

10.1.5. consider whether to seek consent from any third parties which might be identifiable from the data being disclosed;

10.1.6. seek legal advice, where necessary, to determine whether the Trust/School is required to comply with the request or supply the information sought;

10.1.7. provide a written response, including an explanation of the types of data provided and whether and as far as possible for what reasons any data has been withheld (see template at Annex 3,4,5); and

10.1.8. ensure that information disclosed is clear and technical terms are clarified and explained.

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### Annex I - Definitions

Term	Definition
Data Subjects	for the purpose of this policy include all living individuals about whom we hold personal data. This includes pupils, our workforce, staff, and other individuals. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal information
Personal Data	means any information relating to an identified or identifiable natural person (a data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person
Data Controllers	are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They are responsible for establishing practices and policies in line with Data Protection Law. We are the data controller of all personal data used in our business for our own commercial purposes
Processing	is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. Processing also includes transferring personal data to third parties
Workforce	Includes, any individual employed by [School/Trust] such as staff and those who volunteer in any capacity including Governors [and/or Trustees / Members/ parent helpers]