

Procedure for Subject Access Requests

Under Article 15 of the GDPR, an individual has the right to obtain from the controller, confirmation as to whether or not personal data concerning them is being processed. We are committed to upholding the rights of individuals and have dedicated processes in place for providing access to personal information

A subject access request applies to all personal data held by the College. If the information does not fulfil the definition of personal data then the College does not have to disclose it in response to a subject access request (although we may choose to do so at our discretion).

1: YOUR SUBJECT ACCESS REQUEST

You should submit your request using the Subject Access Request (SAR) Pro Forma. The more information you provide on this form, the easier it will be for us to locate your information. Once you have submitted your form, please email it to HR@Stanmore.ac.uk

The Data Protection Officer will use all reasonable measures to verify the identity of the individual making the access request, especially where the request is made using online services.

We will utilise the requested information to ensure that we can verify your identity and where we are unable to do so, we may contact you for further information, or ask you to provide evidence of your identity prior to actioning any request. This is to protect your information and rights.

If a third party, relative or representative is requesting the information on your behalf, we will verify their authority to act for you and again, may contact you to confirm their identity and gain your authorisation prior to actioning the request

Below is the process detailing how we handle your request:

2: COLLATING THE INFORMATION

Once the information you have requested has been confirmed the Data Protection Team will begin the process of contacting colleagues across the College and collating the information.

3: REVIEW YOUR INFORMATION

Before we release your information to you, it is very important that we review it to ensure that it does not contain the personal data of other individuals (third parties). All personal information of other individuals will be redacted (removed or blocked out), as it is not

relevant to you. If we have had to redact information, then this will be drawn to your attention in the covering letter.

If your request contains a substantial amount of information (from various sources), then reviewing it can be time consuming. We review information as we receive it and aim to release it to you within one calendar month of the request being received.

4: RELEASE YOUR INFORMATION

Once the information has been reviewed we will contact you and confirm the details for releasing it to you. If you have requested that we provide your information electronically, this will be encrypted with a password. If you have requested that we send your information to you by post, then we will do so using Royal Mail 'Signed For' delivery.

If you have any queries regarding your requested information, then you will be able to raise these with us via HR@stanmore.ac.uk

4.1: FEES AND TIME FRAMES

SARs are always completed within 30- days and are provided free of charge. Where the request is made by electronic means, we provide the information in a commonly used electronic format, unless an alternative format is requested.

Whilst we provide the information requested without a fee, further copies requested by the individual may incur a charge to cover our administrative costs.

The College always aim to provide the requested information at the earliest convenience, but at a maximum, 30 days from the date the request is received. However, where the retrieval or provision of information is particularly complex or is subject to a valid delay, the period may be extended by two further months. If this is the case, we will write to you within 30 days and keep you informed of the delay and provide the reasons.

5: DELETION OF YOUR INFORMATION

It is important that we do not retain your personal data for any longer than is necessary. Therefore, all of the information **collated as part of your SAR** will be deleted either 12 months after the release date, or 12 months after the last query you made regarding the request has been resolved; whichever is the later. Original copies of the requested information will remain where they were located and will be retained as per the College Data Retention Schedule.

5.1: YOUR OTHER RIGHTS

Under the GDPR, you have the right to request rectification of any inaccurate data held by us. Where we are notified of inaccurate data, and agree that the data is incorrect, we will amend the details immediately as directed by you and make a note on the system (or record) of the change and reasons. We will rectify the errors within 30- days and inform you

in writing of the correction and where applicable, provide the details of any third-party to whom the data has been disclosed.

If for any reason, we are unable to act in response to a request for rectification and/or data completion, we will always provide a written explanation to you and inform you of your right to complain to the Supervisory Authority and to seek a judicial remedy.

In certain circumstances, you may also have the right to request from the College, the erasure of personal data or to restrict the processing of personal data where it concerns your personal information; as well as the right to object to such processing. You can use the contact details in section 7 to make such requests.

6: EXEMPTIONS AND REFUSALS

The GDPR contains certain exemptions from the provision of personal information. If one or more of these exemptions applies to your subject access request or where the College does not act upon the request, we shall inform you at the earliest convenience, or at the latest, within one month of receipt of the request.

Where possible, we will provide you with the reasons for not acting and any possibility of lodging a complaint with the Supervisory Authority and your right to seek a judicial remedy. Details of how to contact the Supervisory Authority are laid out in section 7 of this document.

All queries should be directed to the College's Data Protection Officer in the first instance.

Contact Details of Data Protection Officer:

Email: HR@stanmore.ac.uk

Postal Address: Stanmore College, Elm Park, Stanmore, HA7 4BQ

7: SUPERVISORY AUTHORITY

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Supervisory Authority.

The Information Commissioner's Office (ICO) can be contacted at: -

Information Commissioner's Office

Wycliffe House, Water Lane Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Fax: 01625 524 510

Email: enquiries@ico.org.uk

SUBJECT ACCESS REQUEST FORM

Under the General Data Protection Regulation, you are entitled as a data subject to obtain from the College, confirmation as to whether or not we are processing personal data concerning you, as well as to request details about the purposes, categories and disclosures of such data

1. Personal Details:

Data Subject's Name:		Date of Birth:	
Telephone Number:		Email:	
Relationship with College:			

Data Subject's Address:

Any other information that may help us to locate your personal data:

2. Specific Details of the Information Requested:

3. Representatives (only complete if you are acting as the representative for a Data Subject)
[Please note: We may still need to contact the Data Subject where proof of authorisation or identity are required]

Representative's Name:		Relationship to Data Subject:	
Telephone Number:		Email:	

Representative's Address:

I confirm that I am the authorised representative of the named Data Subject:

Representative's Name:		Signature:	
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4 Confirmation

Data Subject's Name:		Print Name:	
Signature:		Date:	