

Norwood Primary School

Subject Access Request

A Subject Access Request is also known as an SAR

- The right of access, commonly referred to as subject access, gives individuals the right to obtain a copy of their personal data.
- An individual may ask a third party (eg a relative, friend or solicitor) to make a SAR on their behalf. The requester will need to get authority from that person and send to school at the time of making the request.
- For children under 13 it is usual for the parent/carer to make the request.
- Once received, school has a duty to complete the request at the earliest and usually within 1 calendar month. There are exceptions where the deadline can be extended for a further 2 months and these will be shared with the requester during the initial month.

How to make a Subject Access Request?

- A Parent/Carer can make a request:
 - in writing
 - by phone
 - in person
 - by email to office@norwoodschool.co.uk
- Please include the following information:
 - Who is making the request.
 - What data is being requested. Be specific as possible.
 - Who is the data subject?
 - If the individual has asked a third party (eg a relative, friend or solicitor) to make the request on their behalf then the authority permission will need to be sent at the same time as the request to office@norwoodschool.co.uk

Subject Access Request lifecycle

- The request will be formally accepted once requester's entitlement to the information has been authenticated
 - The requester will be contacted to offer guidance and support.
 - Deadline will be advised up to 1 calendar month, depending on work involved.
 - The request will be dealt with by the Data Protection Officer and the school's data representative Mrs. G Swift.

Note:

- No information can be shared which will identify another individual.
 - Requesters can ask for everything that has been written and stored.
 - Requesters should not ask for information already shared.
- If you feel your request has not been dealt with correctly, you are entitled to make a complaint:
 - In the first instance to the Head Teacher.
 - The Governing Body by letter to the Clerk to the Governors via the school office.
 - The ICO. <https://ico.org.uk/make-a-complaint/>
- The school's representative is Mrs G Swift email office@norwoodschool.co.uk
- Our Data Protection Officer is the ICT Service
- Email: dpo@theictservice.org.uk
- Tel: 0300 300 0000 option 1