



Aim High

Never Give Up

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Lead By Example

SUBJECT ACCESS REQUEST POLICY

Ratified By	School Effectiveness
Date	28/09/2026
Minute	7
Review Date	Autumn 2030
Policy Statement	
What is the policy for?	All staff and member of our community
Who has devised and contributed to this policy?	SLT, Governors and GDPR admin staff
How will this policy be communicated?	365
How will this policy be monitored?	Data Protection Officer
Which other policies are linked to this policy?	All policies that are pertinent to GDPR

Subject access requests

You have the right to find out if an organisation is using or storing your personal data. This is called the right of access. You exercise this right by asking for a copy of the data, which is commonly known as making a 'Subject Access Request'.

This right of access allows you to be aware of and verify the lawfulness of the processing of your personal data.

You may want to make a subject access request if you're not convinced that the company is processing your data lawfully.

You have the right to:

- rectify inaccurate data;
- stop processing or erase data that is no longer necessary for the purposes of processing;
- stop processing or erase data if processing is unlawful;
- stop processing data for a period if data is inaccurate;

To complain to the Information Commissioner if you think the organisation has failed to comply with their data protection rights. <https://ico.org.uk/make-a-complaint/>

To contact our Data Protection Officer: Donna Flynn. Email dpo@theictservice.org.uk

The organisation will also provide the individual with a copy of the personal data undergoing processing. This will normally be in electronic form if the individual has made a request electronically, unless they agree otherwise.

If the individual requests additional copies, the organisation reserves the right to charge a fee, which will be based on the administrative cost to the organisation of providing the additional copies.

To make a Subject Access Request, you should make the request in writing to:

Mrs D. Reynolds, Head teacher, Gunthorpe Rd, Peterborough, Cambridgeshire PE4 7DZ

email office@norwoodschool.co.uk

To exercise your right of access, you will need to:

1. Make your request in writing, directly to the organisation.
2. Think about what personal data you want to access.
3. Be aware you may be asked for proof of identification before the request can be processed
4. Details to be included:
 - a. Your name and contact details.
 - b. Date your request.
 - c. Any details or relevant dates that will help identify what you want.
 - d. Be specific and state clearly what you want.

The organisation will normally respond to a request within a period of one month from the date it is received. In some cases, such as where the organisation processes large amounts of the individual's data, it may respond within three months of the date the request is received. The organisation will write to the individual within one month of receiving the original request to tell them if this is the case.

An organisation may refuse your subject access request if your data includes information about another individual, except where:

- the other individual has agreed to the disclosure, or

- it is reasonable to provide you with this information without the other individual's consent.

In deciding this, the organisation will have to balance your right to access your data against the other individual's rights regarding their own information.

If a subject access request is manifestly unfounded or excessive, the organisation is not obliged to comply with it. Alternatively, the organisation can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. A subject access request is likely to be manifestly unfounded or excessive where it repeats a request to which the organisation has already responded. If an individual submits a request that is unfounded or excessive, the organisation will notify them that this is the case and whether or not it will respond to it.

If you are unhappy with the processing of the Subject Access Request and wish to make a complaint you can contact, in the first instance:

- The Headteacher at Norwood Primary School, office@norwoodschool.co.uk
- The Data (Use and Access) Act 2025 (DUAA) requires that we help people who want to make complaints about how we use their personal information [Data Use Complaint form](#)

This should be within 20 school days of the completion of your Subject Access Request.

If, after your complaint has been completed, you wish to take the matter further:

The schools Data Protection Officer, Donna Flynn dpo@theictservice.org.uk

The Information Commissioner's Office (ICO), is the UK's independent Data Protection supervisory authority, more information around Subject Access Requests and how to make a complaint can be found on their website <https://ico.org.uk/make-a-complaint/>

Other related documents:

This policy is supported by the following documents which can be found on Norwood Primary School Website> School Policies <https://www.norwood-school.co.uk/>

- Privacy Notices
- UK GDPR Policy