Policy: Subject Access Request Procedure

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Approved By:	FG
Date Reviewed:	October 2025
Next Review:	October 2026
Review Frequency:	Anually

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Mission Statement

At Abbey School our aim is to teach to inspire, motivate and nurture the next generation of creative and critical thinkers. We work in partnership with parents and the community to achieve the highest standards. Our main goal is to encourage our children to be resilient, respectful, responsible independent learners, who are equipped for lifelong learning. Through stimulating, safe learning environments and excellent opportunities to succeed in and out of the classroom, we encourage children's progress and achievements.

Our School Values

RESPECT, RESPONSIBILITY, RESILIENCE
These 3 core values underpin our values in Abbey School.

Rationale

Under data protection law, individuals have a right to be informed about how our school uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

Introduction

This procecure explains how individuals who believe Abbey School holds data about them can request to see the information held. This is known as a 'Subject Access Request'

We, Abbey School, fore Street, St. Marychurch, Torquay, TQ1 4PR, Tel: 01803 327868, are the 'data controller' for the purposes of data protection law.

Our data protection lead is The Headmistress, Miss Fleur Greinig (see 'Contact us' below).

Your rights

How to access personal information that we hold about you

You have a right to make a 'subject access request' to gain access to personal information that we hold about you.

If you make a subject access request, and if we do hold information about you, we will (subject to any exemptions that may apply):

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from you
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

You may also have the right for your personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact us (see 'Contact us' below).

Your other rights regarding your data

Under data protection law, you have certain rights regarding how your personal data is used and kept safe. For example, you have the right to:

- Object to our use of your personal data
- Prevent your data being used to send direct marketing
- Object to and challenge the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected
- In certain circumstances, have the personal data we hold about you deleted or destroyed, or restrict its processing
- In certain circumstances, be notified of a data breach
- Make a complaint to the Information Commissioner's Office
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact us (see 'Contact us' below).

Subject Access Request Procedure

1. Individual contacts Abbey School & Nursery to request a 'Subject Access Request'. It is preferred that this is done in writing, either via letter or email. Where a request is made verbally, the secretary will contact the individual and request written confirmation.
2. Once a request is received, it will be acknowledged formally in writing and confirmation will be provided as to when the data will be ready. This will usually be within one calendar month of the request being received.
3. Should it be anticipated that the request will take longer than normal, the individual will be advised and reasons as provided as to why this may be (for example: the request may involve accessing archives that are not readily accessible). This will be within 3 calendar months.
4. The secretary will contact the individual to establish how they wish to receive the data. All data sent by post will be sent by tracked courier.
5. The individual will be offered a meeting to explain the data found.
6. The individual will be informed how they can make a complaint.

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at https://ico.org.uk/make-a-complaint/
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our data protection officer:

The Principal, Mrs Sylvia Greinig

However, our data protection lead has day-to-day responsibility for data protection issues in our school.

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact them:

The Headmistress Miss Fleur Greinig