



Subject Access Request Procedure for Healing Multi-Academy Trust Schools

Individuals have the right to access the personal data and supplementary information held about them. This allows them to be aware of, and verify the lawfulness of, the school processing this data.

This right applies to everyone whose personal data the school holds, including staff, governors, volunteers, parents and pupils.

In most cases, we will:

- provide the information **free of charge**
- comply within **1 month**
- provide the information in a commonly used electronic format, if the request was made electronically

Respond

- On receiving a written request, the identity of the person should be verified using 'reasonable means'
- Generally, this means two forms of identification should be requested, although this won't always be necessary - for example, staff, governors and pupils will be known to the school
- In most cases you must provide the information within 1 month, and free of charge. If the request is complex or numerous, you can comply within 3 months, but the individual must be informed of this within 1 month and explain why the extension is necessary

'Unfounded or excessive' requests

A request will be deemed unfounded if the individual has no clear intention to access the information or is malicious in intent and is using the request to harass an organisation with no real purposes other than to cause disruption. The request will be deemed excessive if it is repetitive, asks for further copies of the same information or overlaps with other requests.

If the request is unfounded or excessive, we will either:

- Charge a reasonable fee, based on the administrative cost of providing the information
- Refuse to respond
- Comply within 3 months, rather than the usual deadline of 1 month –the individual must be informed of this and explain why

Refusing a request

When a request is refused, we will:

- Respond to them within 1 month
- Explain why the requests have been refused
- Tell the individual they have the right to complain to the ICO