



Teagues Bridge  
Primary

# Access to Personal data

November 2025



[www.teaguesbridgeprimary.or](http://www.teaguesbridgeprimary.or)

Access to Personal Data

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| Written on:                | 23 <sup>rd</sup> July 2016        |
| Reviewed on:               | 12 <sup>th</sup> November<br>2025 |
| Staff Responsibility       | Mrs S. Abdulla                    |
| Governor<br>responsibility | Stephen Reynolds                  |

General Statement

The headteacher and the Governors of the school intend to comply fully with the requirements and principles of the UK Data Protection Act 2018 (DPA 18)/UK General Data Protection Regulations (GDPR), Data Use and Access Act 2025, Human Rights Act 1998 and Freedom of Information Act 2000 in relation to the management of personal data in the school.

- o The school will endeavour to ensure that all processing is appropriately registered/notified and will review and update notified entries.
- o All staff involved with the collection, processing and disclosure of personal data will be made aware of their duties and responsibilities within these guidelines.
- o Staff deliberately acting outside their recognised authority may be subject to appropriate disciplinary proceedings. It is recognised that other legislation may override Data Protection Law.

Enquiries and Information

Enquiries about this policy should be made to the school business manager, Mrs Nicola Smith, who can also provide further information about school procedures.

### Fair obtaining

The school undertakes to obtain information fairly and lawfully by informing all data subjects of the reasons for its collection, the purposes for which the data will be held, where possible the likely recipients, and the data subject's rights of access. Information about the use of personal data is printed on the appropriate collection forms.

### Data uses and processes

The school will not use or process personal information that contravenes its statutory or registered purposes. Any new purposes for data processing introduced will, where appropriate, be notified to the individual and, if required by law, their consent will be sought. A copy of the up to date notification/registration will be kept at the school for inspection purposes.

In general, the school will only process data with the subject data's consent (or with the consent of parents/guardian acting on behalf of their child). There may be exceptions, where processing is necessary for example for the school to comply with its other legal obligations or to protect the vital interests of the data subject. Only authorised and properly instructed staff are allowed to make external disclosures of personal data. Data used within the school should be made available to staff only if they need to know for their work in the school.

### Data Integrity

Information will only be held for as long as is necessary for registered/notified period, after which details will be deleted.

Data held will be accurate and up-to-date as is reasonable possible. If a data subject informs the school of a change of circumstances their record will be updated as soon as possible. Information received from a third party will be recorded as such.

Where a data subject challenges the accuracy of their data, and it cannot be updated immediately, or where the new information needs to be checked for accuracy and validity, a marker will be placed on the record, indicating the nature of the dispute or delay. The school will try to resolve the issue informally and amicably with the individual but if this is not possible any disputes will be referred to the governing body.

### Security

The school undertakes procedures to ensure the security of personal data to prevent unauthorised individuals and staff from gaining access to personal information. These include:

#### Physical Security

- o Appropriate building security will be maintained through an alarm system and controlling access to the school offices and rooms where personal data systems are kept.
- o Secure storage/filing systems, locked cabinets and clear desk policy.
- o Safe storage of computer data on the Telford and Wrekin LA cloud (risk of fire, theft, other damage or loss).

- o Lap top computers ~ on site and off site

### Logical Security

- o Password protection and controls for electronic access of information, including networks
- o Passworded screensavers, read only files (prevent unauthorised amendment).
- o Password changes are made regularly.

### Procedures and Protocols

- o Only authorised personnel have access to personal data records.
- o The school has protocols for the removal and transfer of personal data from its normal storage area, including transfer within school and removal off-site.
- o All staff are made aware of their responsibilities for data protection and for general security matters and their knowledge is updated as required.
- o Redundant data will be destroyed in accordance with the school's procedures for disposing of confidential materials.

### Subject access/subject information requests

Any person whose details are held/processed by the school (data subjects) have a general right to receive a copy of their own information. There are a few exceptions to this rule, such as data held for child protection or crime detection/prevention purposes.

The school will respond in writing to requests for access to pupil's records within 15 school days and for all other types of record within the 40 days allowed by the Data Protection Act.

The school's policy for dealing with requests for subject access in respect of a pupil is:

- o Requests from parents/legal guardians in respect of their own child will, provided that the child does not understand the nature of the subject access requests, be processed as requests on behalf of the data subject (the child).
- o Requests from pupils who do not understand the nature of the request will be referred to the child's parents.
- o Requests from pupils who demonstrate an understanding of the nature of their request will be processed as any subject access request as outlined below.
- o The data controller (headteacher or authorised person acting on his/her behalf) will make the judgement about whether a child has a necessary level of understanding and will seek guidance from the information commissioner and/ or Local Authority in the event of a dispute.

A subject access/information request should be submitted on the appropriate forms wherever possible to ensure that the school has the required information to be able to conduct a data search and fulfil the request.

Where information is not available from school but is processed by the LA (such as admissions and transfers) the request will be directed to the appropriate officer.

In some cases, especially with requests not submitted on the appropriate forms, further information may need to be required from the requester which may delay the start of the 40 day maximum period.

Repeat requests will be fulfilled unless deemed unreasonable, such as second request received as soon after the first that it would be impossible for the details to have changed. (The school will not normally charge for processing requests, but this will be reviewed in the light of the numbers and types of requests received)

### Complaints and Appeals

Complaints, disputes or challenges as described above should be first taken up with the School Business Manager or an authorised person acting on her behalf.

**UK Data Protection Act/UK General Data Protection Regulations  
2018/Data Use and Access Act 2025  
Right of Access to Personal Data**

**SUBJECT ACCESS REQUEST FORM**

**Information**

We should respond to your request within one calendar month. Note this can be extended for a further 2 months if the request is deemed complex. However this period does not start until:

- a) We are satisfied about your identity
- b) You have provided enough detail to locate the information you are seeking
- c) You have provided clarification to any queries from the school in respect to your request

Please note, by law, the school only has to undertake a reasonable and proportionate search for the information you have requested. If the school believes your request is unreasonable and disproportionate it will inform you of this detailing the reasons for coming to this decision.

**Please complete the following sections of this form providing as much information as possible to help us deal with your request.**

**1.** Provide details of the person about whom the School is holding data (the Data Subject)

Full Name (Print) \_\_\_\_\_

Date of Birth \_\_\_\_\_

Present Address:

Previous Address (if less than 3 years at your present address):

Post Code:

Post Code:

Telephone Number

Email address

**2.** Are you requesting information about yourself (person referred to in question 1)? If **YES**, then go to question 3. If **NO** please complete the following:

Full Name (Print)

Present Address:

Post Code:

Telephone Number:

Email address:

Relationship with data subject and brief explanation as to why you are requesting this information rather than the data subject:

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*\*\*If you are acting on behalf of the data subject you will need to enclose their written authority including a signature or other legal documentation (e.g. power of attorney) to confirm this request. You also need to enclose evidence of your identity and that of the data subject (see section 4 for details of acceptable identity)\*\**

- 3.** Please provide a clear description of the information that you are requesting, see table below. **If you provide specific details of what information you want, e.g. name of a document relevant to a time period rather than just the whole of your file you may receive a quicker response.**

| Description of Information | School Holding this Information | Time Period for Information Requested |
|----------------------------|---------------------------------|---------------------------------------|
|                            |                                 |                                       |

- 4.** Please provide **two** pieces of evidence of your identity (one containing a photo). Acceptable types of documents used to verify your identity are detailed below.

|                 |          |                  |              |              |
|-----------------|----------|------------------|--------------|--------------|
| Driving Licence | Passport | National ID Card | Medical Card | Utility Bill |
|-----------------|----------|------------------|--------------|--------------|

You may wish to send your documents special/recorded delivery. Your proof of identity will be returned to you securely after verification.

- 5.** All information in respect to your request will be sent to you via secure email unless you make alternative arrangements with the school. We may require further evidence of your identity if you collect your information from School premises.

## **Declaration**

To be completed by all applicants. Please note that any attempt to mislead the School may lead to prosecution.

I (insert name)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

certify that the information given on this application form and any attachments therein to Teagues Bridge Primary School is accurate and true.

I understand that it is necessary for Teagues Bridge Primary School to confirm my identity and it may be necessary to obtain more information in order to locate the correct information.

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

**Return of the Form**

If you are either posting your documents or hand delivering them then our address is detailed below:

Teagues Bridge Primary School  
Teagues Crescent  
Trench  
Telford  
TF2 6RE  
Our email address is A2191@telford.gov.uk