

Data Subject Request Information Sheet

(SOP DPO 1.2)

The College is required to deal effectively with requests made by individuals exercising their rights under data protection legislation and within a 30 day period. This guidance supports the Standard Operating Process (SOP) DPO 1.

Data Subject Requests (DSR) are submitted either using the form that is available in the Key Documents section on the College website or by giving like information by email or in writing. Individuals should be encouraged to submit their requests via email to dpo@abingdon-witney.ac.uk; this inbox is managed by Jacqui Canton, Mark Lay, Darren Baily and Lynn Turner (referred to as 'DPO' for the purposes of this information sheet).

Check:

Is there sufficient information supplied to identify the individual? If no, the individual should be contacted and asked to complete it.

Is the information on the correct form? If all the required information is given in the email then the application should still be processed.



From this point, the College has **30 days** to respond to the request. If the request is complicated / high volume, then more time can be requested; this timeframe cannot be extended because we are not able to respond (e.g. staff shortages, etc.)

Within 2 working days

Check:

Has the form come from person the request relates to? Quick check - learning request, check EBS; Employment request, check iTrent; Email / phone individual to check

Individuals can request -

Access to data – this does not have to be everything, it can be for specific items (e.g. photos), specific periods (e.g. emails from 2016-2017), etc.

Rectification – incorrect or incomplete data to be amended

Erasure / to be forgotten – for data to be permanently deleted that refers to them so we cannot find references to them when searching; this is not possible with the majority of data held by the College as a record is required for funding / legal purposes.

Consent to be withdrawn – if consent has been given to, for example, marketing, photos, etc.

Full information can be requested about how personal data is shared

We do not make automated decision and do not share data outside of the UK.



Within 10 working days

Responding to requests:

Access request relating to employment – DPO sends request to Head of HR who liaises with relevant 'Heads of' to gather / collate information relating to the individual. Access systems such as ITrent, ProObserve, etc. and from data storage areas such as the M: drive, 0365, photo store.

Access request relating to learning – DPO sends request to Heads of IS, Student Services, Finance and the relevant curriculum area(s). All sources of data should be searched for references to the individual; this would include EBS, ProMonitor, 0365 areas, M: drive, emails, photo store, etc. MIS has a report that extracts all data from ProMonitor and EBS into one spreadsheet.

Access request relating to learning and employment – both the above relate.

All other requests will be handled by the DPO to the point of responding to the individual.

Output sent to DPO.



Within 5 days

Output checked by DPO – Check for appropriateness and completeness.

Output sent to Data Subject – ideally by email; see request.

End