



## Subject Access Request Policy and Procedure

### 1. INTRODUCTION

The UK General Data Protection Regulation (UK GDPR) provides individuals with the right to find out, and obtain a copy of, any information an organisation holds about them. A Subject Access Request (SAR) is a means by which an individual finds out what Personal Data an organisation holds about them, why it is held and with whom it is shared.

#### 1.1 Purpose

This policy sets out how Norland identifies and manages its SAR responsibilities in accordance with its legal and regulatory obligations. This policy sets out the minimum standards which must be complied with by Norland.

#### 1.2 Scope

This policy applies to the entirety of Norland employees, students and where appropriate third parties working for, or behalf of, Norland. This applies to all data relating to identifiable individuals throughout Norland and beyond.

#### 1.3 Definitions

<b>Data Subject</b>	<i>Individual whose Personal Data is being held by Norland</i>
<b>Personal Data</b>	<i>Information which relates to a Data Subject, and which is identifiable to them.</i>
<b>Corresponding Information</b>	<i>Information relating to the processing of Personal Data, which is usually contained within Privacy Notices.</i>
<b>Privacy Notices</b>	<i>Notices given to Data Subjects, usually when they provide their Personal Data to Norland, which informs them about how the data will be used, whom it will be shared with, how long it will be held for, etc.</i>
<b>Regulatory Authority</b>	<i>The Information Commissioners Office (ICO).</i>

### 2. POLICY

The UK GDPR clarifies the reasons for allowing individuals to access their Personal Data. This is to help individuals understand how and why an organisation is using their data and check it is doing so lawfully.

#### 2.1 Validity



A SAR can be made verbally or in writing, including on social media. A request is valid if it is clear and individual is asking for their own Personal Data. There is no specific form of words or reference to legislation that makes a request valid, nor does it need to be directed to a specific contact within Norland. The data an individual has the right to obtain is as follows:

- Confirmation that their data is being processed.
- Access to/copied of their Personal Data.
- Other supplementary information – this largely corresponds to information that should be provided in a privacy notice.

## **2.2 Verification**

When a SAR is submitted, the individual must provide verification of their identity using 'reasonable means'. Norland must be satisfied of the identity of an individual to protect unauthorised access to Personal Data. If Norland does not have sufficient information to verify the identity of the individual and requests further proof of ID, the one-month time limit referred to in section 2.5, does not begin until the required ID have been received.

An individual can ask a third party, for example a solicitor, relative or friend, to make a SAR on their behalf. In instances such as these, Norland must be satisfied that the third party has the authority to act on the individual's behalf. It is the third party's responsibility to provide evidence of this authority.

## **2.3 Fees**

SARs should be dealt with free of charge, unless the request is unusually large, complex or an individual requests further copies of their data. If this is the case (the decision will be made by the Head of HR and Compliance) a reasonable fee may be charged. If a fee is charged, the one-month time limit does not begin until the fee is received.

## **2.4 Personal data released**

Norland, as a Data Controller, will supply all information available to them which an individual has requested and is entitled to receive under legislation. Under the UK GDPR there are further stipulations in terms of what an individual can be entitled to receive. This is extracted below for reference:

1. The data subject shall have the right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data and the following information (unless subject to an exemption):
  - The purposes of the processing.
  - The categories of personal data concerned.
  - The recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular, recipients in third countries or international organisations.
  - Where possible, the envisaged period for which the personal data will be stored or, if not possible, the criteria used to determine that period.



- The existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to inject to such processing.
  - The right to lodge a complaint with a supervisory authority.
  - Where the personal data are not collected from the data subject, any available information as to their source.
  - The existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.
2. Where personal data are transferred to a third country or to an international organisation the data subject shall have the right to be informed of the appropriate safeguards pursuant to Article 46 relating to the transfer.
  3. The controller shall provide a copy of the personal data undergoing processing. For any further copies requested by the data subject, the controller may charge a reasonable fee based on administrative costs. Where the data subject makes the request by electronic means, and unless otherwise requested by the data subject, the information shall be provided in a commonly used electronic form.
  4. The right to obtain a copy referred to in paragraph 3 shall not adversely affect the rights and freedoms of others.

## **2.5 Response times / seeking clarification**

Under the UK GDPR, Norland must comply with a SAR without undue delay and at the latest within one month of receiving the request. The time to respond to a SAR can be extended by up to a further 2 months if the request is unusually large or complex. The Head of HR and Compliance will make this decision and where it deems that this is the case, will explain to the individual within the original one-month timeframe, its rationale for why there is a need for an extension and when they can reasonably expect to receive a response.

Norland is allowed to seek clarification from an individual, asking them to specify the information or processing activities that their requests relates to, if the remit of their request is not clear. This is especially helpful in circumstances where Norland processes a large amount of information about an individual. The time limit for responding to the request is paused until clarification is received.

## **2.6 Refusing a SAR**

If a request is manifestly unfounded or excessive, particularly where it is repetitive, then the request can be refused.

Any decision to refuse a request will be made by the Principal and Head of HR and Compliance and should a request be refused, the Data Subject will be informed of the reasons why it is refused and of their right to complain to the Regulatory Authority, within one month of receipt of the request.

## **3. PROCEDURE**

All SARs must be dealt with by the Head of HR and Compliance.



To help the Head of HR and Compliance facilitate a SAR as expeditiously as possible, please can all Data Subjects wishing to engage their right of access to follow this procedure:

- a. Where possible, please make a request in writing using the [subject access request form](#) available on our website and email to [NorlandHR@norland.ac.uk](mailto:NorlandHR@norland.ac.uk)
- b. The form will ask you to identify your identity. A copy of the original documentation is acceptable. If the ID provided is not sufficient to enable us to verify your identity or is not submitted with the request, we will request further information from you. Personal Data will not be released until verification of identification has been confirmed.
- c. The request should provide detail about the information you wish to request such as where and whom the information is believed to be held by. These details allow for efficient location and retrieval of the information requested. Should a request not be clear, or the scope too broad, we may need to contact you to seek clarification. The time limit for responding to a request is paused until clarification is received. Further information about preparing a SAR is available on the ICO website.
- d. Where a SAR is received within any area of Norland, other than by the Head of HR and Compliance directly, the SAR must be forwarded to the Head of HR and Compliance within 5 working days of receipt of the SAR. The Head of HR and Compliance will acknowledge the SAR – the area where the SAR was received needs to take no further action. This includes a request for Personal Data by third parties, such as solicitors.
- e. Where a SAR has been received, the Head of HR and Compliance will assess the request and then may request certain Personal Data (information contained within emails, documents, stored on databases, etc.) from specific teams/ departments across Norland. A timescale will be given to the department for a response for the information/ Personal Data. All departments are expected to comply with a request for information/ Personal Data from the Head of HR and Compliance and within the stipulated timescale given. Any queries can be directed to the Head of HR and Compliance.
- f. The Head of HR and Compliance will make the decision on what information is provided to the Data Subject and the information that falls within an exemption.

Data Subjects are only entitled to information which relates to them. A response may sometimes contain redacted (documents showing blanked-out text) or information may be removed entirely if an exemption under the Data Protection Act (DPA) 2018 applies. Exemptions protect particular types of information, or, for example, other Data Subjects or information about a third party to whom Norland owes a duty of confidence or privacy.

A Data Subject's right to see their Personal Data shall not adversely affect the rights and freedoms of other people.

Any queries about requests should be directed to the Head of HR and Compliance at [NorlandHR@norland.ac.uk](mailto:NorlandHR@norland.ac.uk).



#### 4. RECORDS MANAGEMENT

Good records management is a benefit to Norland and not a burden. Norland has produced a retention schedule to ensure that it has a transparent and consistent position. The retention schedule is managed by the Head of HR and Compliance and contains all the relevant official and corporate documentation produced by Norland. This will save storage space within organisation and provide a definitive guide as to how and where organisational information is stored.

It is expected that each department will have their own document management system (where appropriate), based on the Norland-wide retention schedule. There are risks which could arise as a result of inefficient/ poor document management, such as:

- Inability to recover documents which leads to delays and a failure to meet deadlines.
- Making the assessment of a request more difficult.
- A risk of disclosure of records when they are inappropriate.
- Elevated costs of compliance.
- Potential increase for complaints and repeated requests.

#### 5. ROLES AND RESPONSIBILITIES

##### 5.1 Principal and Head of HR and Compliance

The Principal has overall responsibility to ensure that Norland meets its legal and regulatory responsibilities under the UK GDPR. The Principal delegates responsibility for the implementation and compliance of the UK GDPR to the Head of HR and Compliance.

##### 5.2 Employees

It is the responsibility of managers to ensure that they provide sufficient and accurate data and that data are provided to the Head of HR and Compliance within the required timescales.

It is the responsibility of all Norland's employees to ensure that they have read and understood this policy and to raise any concerns with non-compliance.

#### 6. REGULATORY REQUIREMENTS

This policy has been documented giving consideration to and in compliance with the following regulatory requirements.

<b>Regulatory Requirement</b>	<b>Status</b>
Retained UK version of the General Data Protection Regulation (EU) 2016.679 as defined in the Data Protection Act 2018 (UK GDPR).	UK legislation
The Data Protection Act 2018	UK legislation
Information Commissioner's Office (ICO)	UK independent body and data protection regulator/ guidance



#### 4. MONITOR AND REVIEW

This policy and procedure is reviewed every two years, unless legislative changes require an earlier review. Oversight is provided by the Head of HR and Compliance, with final approval from the Strategic Leadership Team.

#### 5. APPENDICES

##### Appendix 1

Please access the following form, available on our website, to submit a subject access request [Subject Access Request Form](#).

<b>Document Control Information</b>	
<b>Policy title:</b>	Subject Access Request Policy and Procedure
<b>Summary description:</b>	Individuals have the right under UK GDPR to access their personal data through a Subject Access Request (SAR). Requests can be made in any format, but identity must be verified before data is released. SARs are normally free, and Norland must respond within one month, with possible extensions for complex cases. Requests may be refused if unfounded or excessive. All SARs are handled by the Head of HR and Compliance, who coordinates data collection across departments, determines what can be disclosed, and applies any necessary redactions or exemptions. Good records management across Norland supports efficient and compliant responses.
<b>Relates to staff/ student (include Set), NQN or Norlander:</b>	Staff, students, any user of Norland services
<b>Version number:</b>	V2.0/ST/31032026
<b>Owner:</b>	Head of HR and Compliance
<b>Housekeeping updates only:</b>	Yes – job title updates and new policy template
<b>Approving body:</b>	SLT
<b>Related Norland documents:</b>	Data Protection Policy Subject Access Request Form
<b>Date of approval:</b>	31 March 2026
<b>Date of effect:</b>	1 April 2026



<b>Frequency of review:</b>	2 years
<b>Date of next review:</b>	March 2028
<b>Upload to website:</b>	Yes