



Subject Access Request Policy

How individuals request access to the personal data we hold about them

Version 1.0 · 03/07/2026

1. Purpose

Individuals have the right to obtain a copy of the personal data Swale Tutoring Service holds about them, and certain related information. This policy explains how such Subject Access Requests (SARs) are made and handled.

2. Making a request

- A request can be made verbally or in writing to office@swaletutoring.co.uk or the Director/DSL.
- The SAR form (appended) may be used but is not compulsory.
- A parent/carer may request on behalf of a child where the child cannot act for themselves and it is in the child's interests; the child's own views are considered according to their maturity.

3. How we respond

- We verify the identity of the requester before releasing data.
- We respond within one calendar month, extendable by two further months for complex requests (the requester is told if so).
- Access is normally free; a reasonable fee may apply only to manifestly unfounded, excessive or repeat requests.

4. Exemptions and third parties

Certain information may be withheld — for example, where it would disclose another person's data without their consent, or where a safeguarding or legal exemption applies. Redactions are made carefully and the reasons recorded.

5. Records and complaints

SARs and responses are logged. An individual dissatisfied with our handling may complain to the ICO (ico.org.uk · 0303 123 1113). This policy is reviewed annually.

6. Subject Access Request form

Requesters may complete the following and return it to office@swaletutoring.co.uk:

- Full name and contact details of the person the data is about
- If requesting on someone's behalf: your name, relationship and authority to act
- What personal data you are requesting (be as specific as you can — dates, types of record)
- Proof of identity provided (e.g. photo ID)
- Signature and date

Approved by Shelley Wilson, Director & Designated Safeguarding Lead.
Version 1.0 · Approved 03/07/2026 · Reviewed annually.