GDPRiS Platform v2 Guidance for Users

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DP Staff

Information Requests

Contents

Information Request Information

Information below has been taken directly from the ICO website. For further information on information requests, please visit the ICO website.

The right of access, commonly referred to as subject access, gives individuals the right to obtain a copy of their personal data as well as other supplementary information. It helps individuals to understand how and why you are using their data, and check you are doing it lawfully.

What is an individual entitled to?

Individuals have the right to obtain the following from you:
- confirmation that you are processing their personal data
- a copy of their personal data
- other supplementary information – this largely corresponds to the information that you should provide in a privacy notice

Personal data of the individual

An individual is only entitled to their own personal data, and not to information relating to other people (unless the information is also about them or they are acting on behalf of someone). Therefore, it is important that you establish whether the information requested falls within the definition of personal data.

Other information

In addition to a copy of their personal data, you also have to provide individuals with the following information:

- the purposes of your processing
- the categories of personal data concerned
- the recipients or categories of recipient you disclose the personal data to
- your retention period for storing the personal data or, where this is not possible, your criteria for determining how long you will store it
- the existence of their right to request rectification, erasure, or restriction or to object to such processing
- the right to lodge a complaint with the ICO or another supervisory authority
- information about the source of the data, where it was not obtained directly from the individual
- the existence of automated decision-making (including profiling); and
- the safeguards you provide if you transfer personal data to a third country or international organisation

You may be providing much of this information already in your privacy notice.

How long do we have to comply?

You must comply with a request without undue delay and at the latest within one month of receipt of the request or (if later) within one month of receipt of:

- any requested information to clarify the request (see Can we clarify the request?)
- any information requested to confirm the requester's identity (see Can we ask for ID?)
- a fee (only in certain circumstances – see Can we charge a fee?)

You should calculate the time limit from the day you receive the request (whether it is a working day or not) until the corresponding calendar date in the next month.

If this is not possible because the following month is shorter (and there is no corresponding calendar date), the date for response is the last day of the following month.

If the corresponding date falls on a weekend or a public holiday, you have until the next working day to respond.

This means that the exact number of days you have to comply with a request varies, depending on the month in which the request was made.

For practical purposes, if a consistent number of days is required (e.g. for operational or system purposes), it may be helpful to adopt a 28-day period to ensure compliance is always within a calendar month.

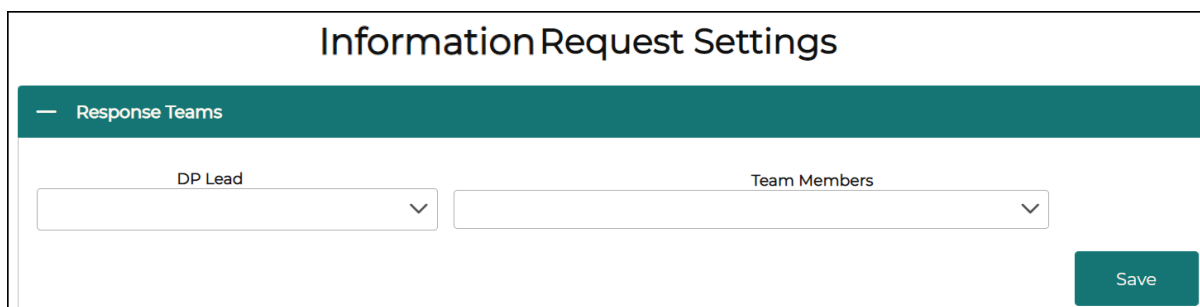**Can we extend the time for a response?**

You can extend the time to respond by a further two months if the request is complex or you have received a number of requests from the individual. You must let the individual know within one month of receiving their request and explain why the extension is necessary.

Setting Up Response Teams

When Information Requests are raised, certain members of your organisation should be made aware so that the correct people can start to investigate and manage them. This can be done via the "**Settings**" which can be accessed via the navigation menu down the left-hand side under "**Incidents and Information Requests**".

Response Teams

In the Settings you can select your DP Lead for Information Requests as well as their team members.

Information Request Process

Navigate to the **Information Request** area via the **Navigation Pane**.

Add a New Information Request

Click on **Add Information Request** button at the top right of the page.
You will then be taken through 5 screens which need to be completed.

Fill in the information required on each screen for the Information Request which has been received.

Screen 1- Basic Information

1. Type in the name of the person who received the request in the **Received By**
2. Select the date the request was sent to your organisation via the **Request Date** selection box.
3. Select the date the request arrived at your organisation via the **Received Date** selection box. (Not when the individual handling requests receives it, but the school itself.)
4. Type in how the request was made i.e. email, letter etc. in the **Request Method**
5. Select what sort of request the SAR is via the **Request Type** drop down box. Please note **Data Subject** will not appear if **FOI** is chosen.
6. Select an owner for the request via the **Owner** drop down box. **Only DP staff** can add a Subject Request so only the DP staff on the portal will show in the drop-down list.

Screen 2 - Description

1. Manually type in or copy and paste the description of the request from the SAR into the **Scope** box.
2. Add any other information that you can at this time.
3. Don't fill out the decision immediately, please make sure all reasonable checks have been undertaken.
4. Feel free to use the decision notes to record where the documents may be kept within the school

Screen 3 - Requestor

1. Fill in the Requestors details that you have currently.
2. Place a tick in the **Id and relationship for the request verified** box if you have the relevant evidence. This can be added later.

Screen 4 – Data Subject

1. Fill in the Data Subject details.
2. Using **Same as Requestor** may save you some time.

Screen 5 - Confirmation

1. Check all the details are correct before clicking **SAVE.**
2. You can go **Back** or **Cancel** if necessary.

Adding Hyperlinks to Titles and Comments

It is possible to link to a webpage/shared URL on the title or with in the comments box when updating a Information Request.. You have 2 options when doing this:

- Type the URL directly i.e. www.google.co.uk – once you click **Update** the full Web/URL link will be apparent in the recorded comment

www.google.co.uk
Karen Brooks - SchoolDPStaff - 28/01/2020 14:33

- Type the text **you wish to see** within [ ] and the URL within ( )

    Example [GOOGLE](httpss://www.google.co.uk) once you click **Update** the text you wish to see will be apparent in the recorded comment

GOOGLE
Karen Brooks - SchoolDPStaff - 28/01/2020 14:33

Updating/Editing an Information Request

If you wish to Update/Edit an existing request, click on the edit   ✏   icon on the far-right hand side.

You have the option of choosing which columns you see by using the Select Columns button.

This will open the relevant Information Request so that you can edit it accordingly.

Edit the Request Date field

To edit the **Request Date** field, click on the to ✏ the right-hand side of the field. **(This will open a popup window).**

Select the new date that the request was made via the **Calendar.**

Provide a Justification note for why this change is required via the **Justification** box.

SAVE

Edit the Received Date field

To edit the **Received Date** field, click on the to ✏️ the right-hand side of the field. **(This will open a popup window).**

Select the New date that the request was made via the **Calendar**.

Provide a Justification note for why this change is required via the **Justification** box.

SAVE

Note: A change to the date received value will affect the required response date.
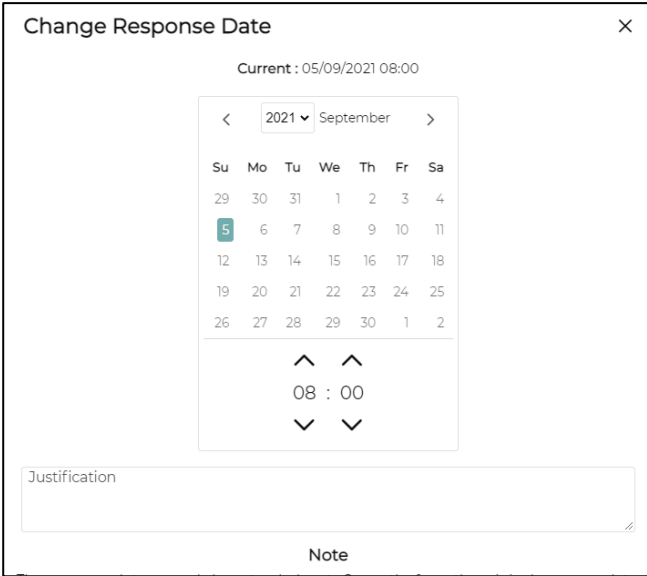
Edit the Response Date field

To edit the **Response Date** field, click on the ✏ to the right-hand side of the field. **(This will open a popup window).**

Select the New date that the request was made via the **Calendar.**

Provide a Justification note for why this change is required via the **Justification** box.

SAVE.

NOTE : The note at the bottom of the window will change for different types of request.

Access, Erasure, Restriction, Rectification, Data Portability and Objection, the note will say:

"You may extend the time limit by a further two months if the request is complex or if you receive a number of requests from the individual."

Freedom of Information (FOI), Unsure, Pupil Record & Data Sharing the note will say:

FOI "Schools have **20 school days** from the date received to complete this type of request, if a time frame of **60 working days** is shorter, the school should use this time frame"

Pupil Record "Schools have **15 working days** from the date received to complete this type of request**"**

Data Sharing – no note

For Information Requests which are of the type **"Review",** the response date selection box has been removed as schools are not tied to a time frame to complete these in.
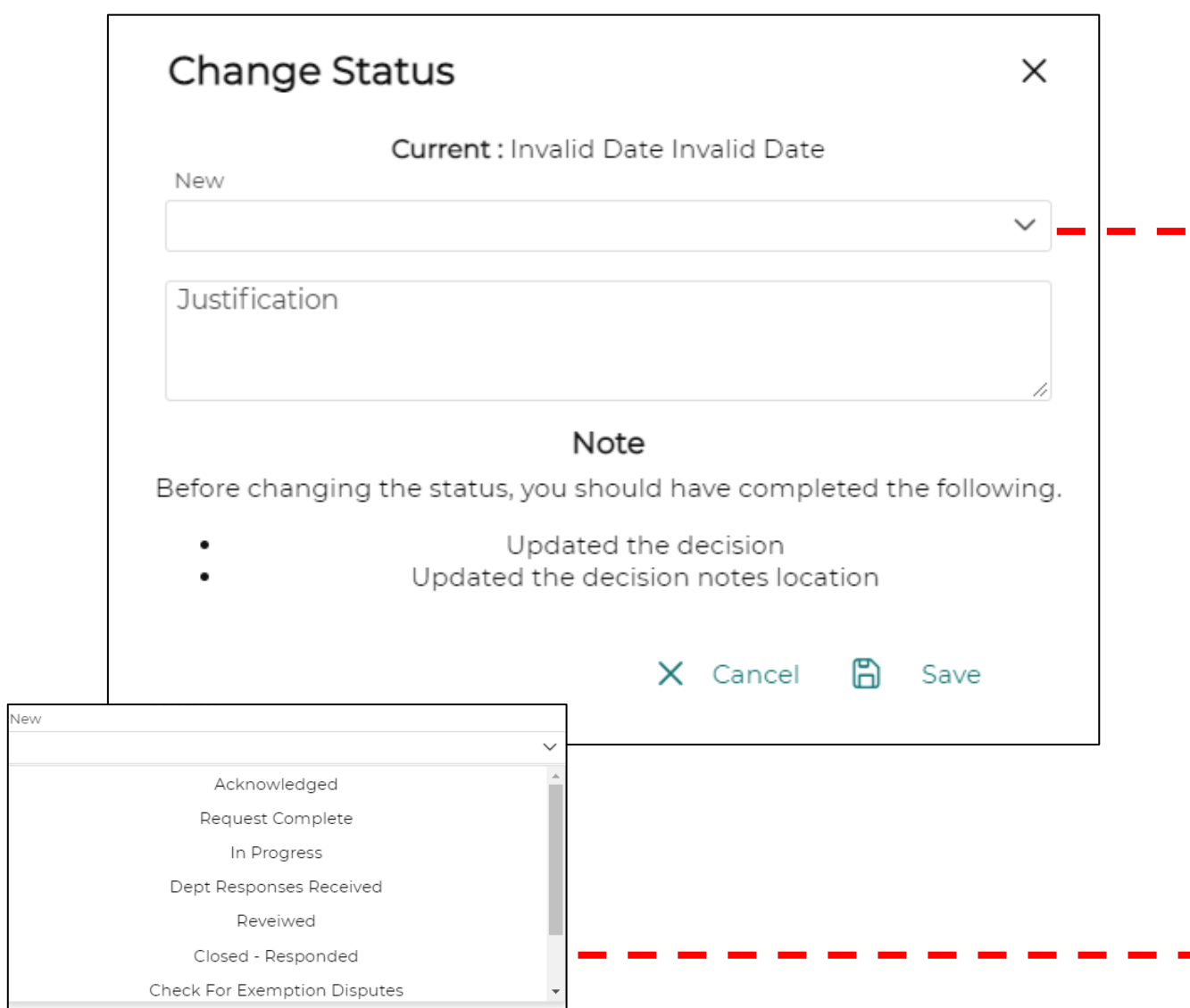
Edit the Status field

To edit the **Status** field, click on the ✎ to the right-hand side of the field. **(This will open a popup window).**

Select the new status via the **New** drop-down menu.

Provide a Justification note for why this change is required via the **Justification** box.

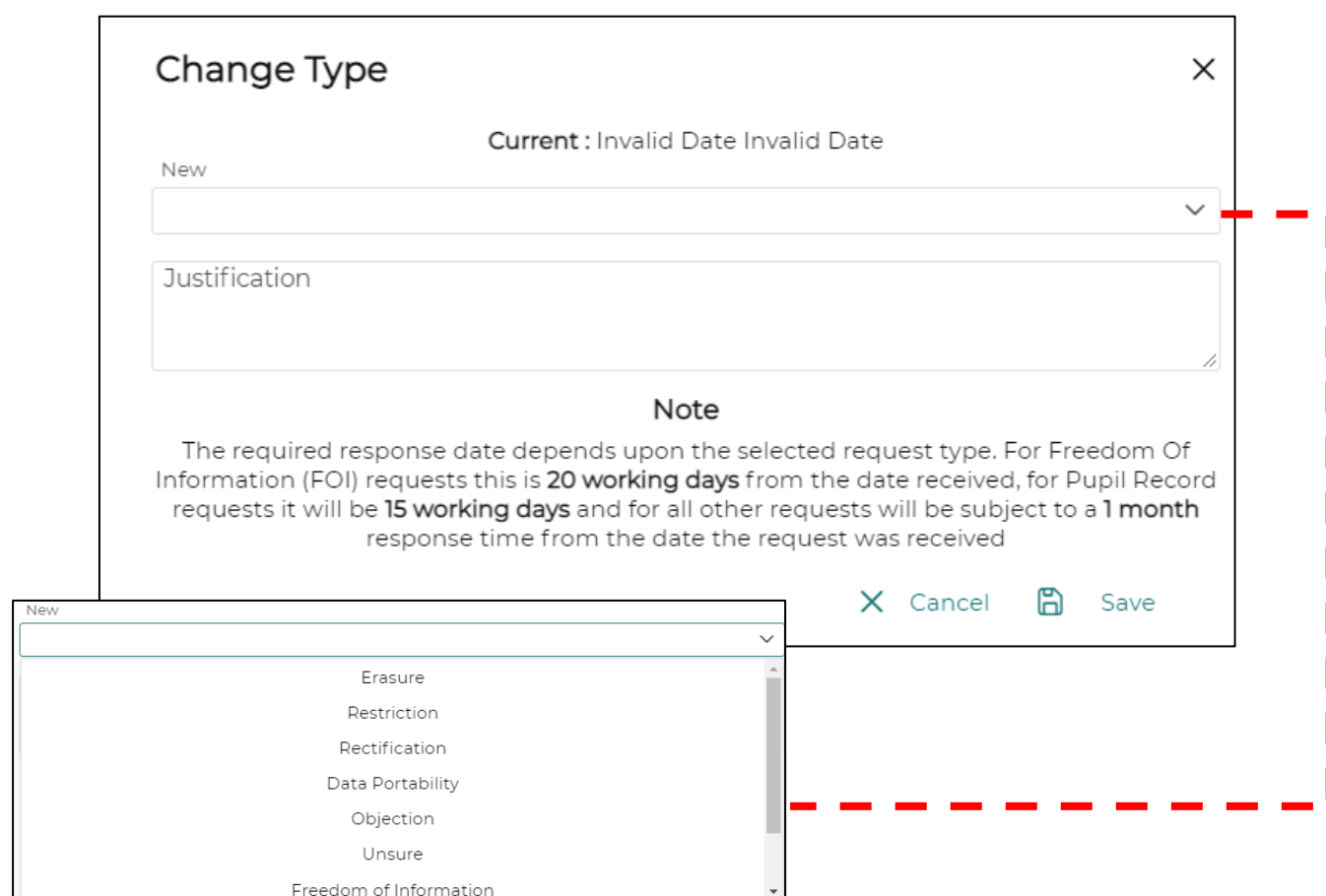**SAVE.**

Edit the Type field

To edit the **Type** field, click on the to ✏️ the right-hand side of the field. *(***This will open a popup window)**

Select the new request type via the **New** drop-down menu.

Note: At the bottom there is a note section explaining what the different response time limits are for the type which you have selected.

Provide a Justification note for why this change is required via the **Justification** box.

SAVE.

Edit the Decision and Decision Notes Location Fields

To edit the **Decision** and **Decision Notes Location** fields, click on the ✎ to the right-hand side of the field.

When a decision has been made by the school on how or if it is going to respond to the Request, this can be captured via the **Decision** field.

You should be storing a documented decision for the request separately which can be referred to via the **Decision Notes Location** field. Manually type in the document location for reference.

SAVE all changes.

Information Request Statuses

You will notice throughout the lifecycle of your requests that they will change colour. These colours depend on the different types of Status, time since you have responded to the request and how long you have left to complete the request.

The graphs will also show the status colours on the Overview page.

Colour Status

White = New or Completed Request.
Yellow = Request in pending state and has 5 days left to complete.
Red   = Request expired (failed to complete request on time).

Add an Information Request Review

In the event that an Information Request needs to be reviewed, a DP staff member can log an Information Request Review.

Open an Information request by using the pencil icon on the log page.
Click on the button under the title of the request.

You will see the following 4 pages
Fill in all required areas clicking next on each page until you reach the confirmation screen.
Check all details and then save.

Add Information Request Review

1	2	3	4
Basic Information	Description	Requestor	Confirm

Description

Reason for Review

Decision

Decision Notes Location

Supporting Documents

Add descriptions or links to supporting documents, use the plus icon to add new links.

🗑

+

◄ Back   ✕ Cancel   Next ►

Add Information Request Review

1	2	3	4
Basic Information	Description	Requestor	Confirm

Requestor

Name

Address

Phone

Email Address

Relationship to Data Subject

Proof of Requestor Identity

Proof of Relationship

☐   **Id and relationship for the request verified**

◄ Back   ✕ Cancel   Next ►

Add Information Request Review

1	2	3	4
Basic Information	Description	Requestor	Confirm

Confirm

Basic Information

Received by:	Karen
Date Requested:	31/01/2024 09:47
Date Received:	31/01/2024 09:47
Request Method:	Email
Type:	Review
Owner:	George Day

Description

Reason for Review: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras ut mattis enim. Nunc ornare velit vel tortor finibus tristique. Aenean feugiat sodales nulla ut ultrices. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia curae; Donec in erat ut nisl congue accumsan. Donec fringilla imperdiet nunc, quis sollicitudin mi pulvinar at. Nullam et urna arcu. Suspendisse potenti. Fusce elementum hendrerit mi at vestibulum. Cras quam nisl, viverra eget ultricies ac, mattis id lorem. Nulla quis ipsum maximus, venenatis nulla sit amet, condimentum ipsum. Nunc quis lectus lacinia, tincidunt nisl quis, tempus risus. Integer nec justo et mauris rhoncus posuere quis nec arcu.

Decision:

Decision Notes Location:

Supporting Documents:

Requestor

Name:	Harry
Address:	1 School Lane
Phone:	01234567890
Email Address:	HSmith@hotmail.com
Relationship to Data Subject:	Father
Proof of Requestor Identity:	
Proof of Relationship:	
Id and relationship for the request verified:	No

[< Back] [X Cancel] [💾 Save]

Contact the Customer Success Team

Office hours

Mon-Thurs: 09:00 - 16:30 GMT

Fri: 09:00 – 15:30 GMT

If you require assistance regarding any section of this help guide, please do not hesitate to contact us via one of the following methods:

Tel: 02039 610 110

Mail: support@gdpris.co.uk