

Templates

CONTENTS

Subject requests:.....	2
Acknowledging the request.....	2
Identification/Parental responsibility Required:	2
Clarification of request	3
Confirmation of others working on requesters behalf.....	3
When the requester is asking for a large amount of data	4
When we have to charge a fee.	4
Sending the completed request out.....	5
If we unable to finish on time.....	5
If we are extending by 2 months	6
If we are rejecting the request	7
fREEDOM OF INFORMATION REQUESTS.....	7
Acknowledging the request.....	7
Request for identification.....	8
When they ask for personal information.	8
When you need clarification.....	8
When the Request exceeds the cost limit.	9
When we claim more time after completing a Public Interest Test	10
When you do not have the information being requested.	10
When we consider the information to be inaccurate	11
When we provide the information	11
When we refuse the request.....	12
When we withhold part of the request	12
Breaches	13
When a breach has occurred	13
Glossary	14

SUBJECT REQUESTS:

Acknowledging the request

Dear [NAME]

Thank you for your Subject request,

We received your request on the [RECEIVED DATE], As stated by the UK General Data protection Act 2018 we have 1 Calendar month to respond within. We have estimated that this date will be [Response date].

You have asked for the following information:

- [INSERT THE DATA THEY REQUESTED]

We will now begin putting together the request; however, we may need to contact you regarding the request before the response date.

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

Identification/Parental responsibility Required:

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

Here at [SCHOOL NAME] we take Data protection seriously, due to this we will require proof of [IDENTIFICATION/PARENTAL RESPONSIBILITY].

Please note, that due to the importance of this confirmation we will not start the One calendar month timeframe until this is received. If you are unable to provide this information then we will be unable to process the request.

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

Clarification of request

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

Before continuing with the request, we would like to ask for clarification about the following data you have requested:

- [ITEMISED LIST OF DATA INCLUDED]
- [ITEMISED LIST OF DATA INCLUDED]
- [ITEMISED LIST OF DATA INCLUDED]

[EXPLANATION FOR THE CONFUSION]

Please be aware that the one-month time limit has been paused and will not start again until we have received clarification.

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

Confirmation of others working on requesters behalf

Dear [REQUESTERS ORG/NAME],

This email is in response to a request made on [RECEIVED DATE],

Please can you provide proof from the [DATA SUBJECTS] that you have the authority to be working on their behalf. As you are aware it is the responsibility of the third party to provide the sufficient evidence of your authority.

Please note, that due to the importance of this, we will pause the One calendar month timeframe until this is received. If you are unable to provide this information, then we will be unable to process the request.

Please can you confirm that this is correct and that this is a valid request

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When the requester is asking for a large amount of data

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We process a large amount of data within the school, in order for us to be able to quickly and efficiently handle your request, we would like to ask if you have any specific Information (Reports, Specific incidents, CCTV etc.) or processing activities (Emails, SEN, Assessments etc) that you specifically are looking for.

This is not a mandatory request and you can reply to say you wish to still request everything you had previously.

Please note, that due to the importance of this confirmation we will pause the One calendar month timeframe until we have received a response from you.

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When we have to charge a fee.

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

Please find attached, a copy of our Criteria for charging.

Due to the nature of the request we will be asking for a fee in order to carry out this request. We are choosing to request a fee because [REASON FOR FEE], below we will include a breakdown of the costs:

-
-

If you do not reply to us within one calendar month then we will close this request.

If you disagree with our decision you can contact our Data Protection Officer here;

[DATA PROTECTION CONTACT DETAILS]

Alternatively, you also have the right to complain to the ICO if you disagree with our decision, their contact details are;

ico.org.uk
0303 123 1113

Sending the completed request out

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We have now completed your request.

Please find included:

- [ITEMISED LIST OF DATA INCLUDED]
- [ITEMISED LIST OF DATA INCLUDED]
- [ITEMISED LIST OF DATA INCLUDED]

Some of the information has been redacted as it contains 3rd party information that you are not entitled too.

Additionally some information has not been included, please see below a list of the data and the exemptions used:

- [EXEMPT DATA AND EXEMPTION]
- [EXEMPT DATA AND EXEMPTION]
- [EXEMPT DATA AND EXEMPTION]

If you have any questions regarding the subject request, please contact our Data protection officer here:

[DATA PROTECTION CONTACT DETAILS]

Alternatively, you also have the right to complain to the ICO if you disagree with our decision, their contact details are;

ico.org.uk
0303 123 1113

If we unable to finish on time

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We are contacting to let you know that we will be unable to complete your request in time, we do aim to get as much of the data to you as soon as possible.

In the meantime, please find included the parts that we were able to finish in time:

- [ITEMISED LIST OF DATA INCLUDED]
- [ITEMISED LIST OF DATA INCLUDED]
- [ITEMISED LIST OF DATA INCLUDED]

The reason why this is delayed is because [REASON FOR LATE RESPONSE]

If you would like to discuss this with our Data protection officer their contact details are:

[DATA PROTECTION CONTACT DETAILS]

Alternatively, you also have the right to complain to the ICO if you disagree with our decision, their contact details are;

ico.org.uk
0303 123 1113

If we are extending by 2 months

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We are contacting to let you know that we will be extending our time frame of one-month by another two-months.

We will be extending the time frame on the grounds that [THE REQUEST IS TOO COMPLEX/YOU HAVE SUBMITTED MULTIPLE REQUEST WITH US]. We will still endeavour to complete the request in a timely manner.

If you would like to discuss this with our Data protection officer their contact details are:

[DATA PROTECTION CONTACT DETAILS]

Alternatively, you also have the right to complain to the ICO if you disagree with our decision, their contact details are;

ico.org.uk
0303 123 1113

If we are rejecting the request

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We are contacting to let you know that we will be refusing to comply with your request.

We have decided on this response because of the following:

- [REASON FOR REJECTION/EXEMPTION]
- [REASON FOR REJECTION/EXEMPTION]
- [REASON FOR REJECTION/EXEMPTION]

If you would like to discuss this with our Data protection officer their contact details are:

[DATA PROTECTION CONTACT DETAILS]

Alternatively, you also have the right to complain to the ICO if you disagree with our decision, their contact details are;

ico.org.uk
0303 123 1113

You also have the ability to seek to enforce this right through the courts.

FREEDOM OF INFORMATION REQUESTS

Acknowledging the request

Dear [NAME]

Thank you for your Freedom of information request,

We received your request on the [RECEIVED DATE], As stated by the The Freedom of Information Act 2000 we have 20 working days to respond within. We have estimated that this date will be [Response date].

You have asked for the following information:

- [INSERT THE DATA THEY REQUESTED]

We will now begin putting together the request; however, we may need to contact you regarding the request before the response date.

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

Request for identification

Dear **[NAME]**,

This email is in response to the request you made on **[RECEIVED DATE]**,

At this time we will require identification to be provided before we continue with your freedom of information request.

Please note that we will not be able to continue with the request until we have received a confirmation of your identity.

If you are unhappy with this decision you have the right to complain to the ICO.

ico.org.uk
0303 123 1113

When they ask for personal information.

Dear **[NAME]**,

This email is in response to the request you made on **[RECEIVED DATE]**,

You have requested personal information with a Freedom of information request. Unfortunately, this information is not covered under Freedom of information requests.

As such we will be happy to proceed with this request, but it will be processed as a Subject Access Request. If you are happy for us to continue, please let us know.

When you need clarification

Dear **[NAME]**,

This email is in response to the request you made on **[RECEIVED DATE]**,

Before continuing with the request, we would like to ask for clarification about the following data you have requested:

- [ITEMISED LIST OF DATA]
- [ITEMISED LIST OF DATA]
- [ITEMISED LIST OF DATA]

[EXPLANATION FOR THE CONFUSION]

- [SUGGESTIONS FOR WHAT YOU THINK THEY WANT]
- [SUGGESTIONS FOR WHAT YOU THINK THEY WANT]

Please be aware that the one-month time limit has been paused and will not start again until we have received clarification.

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When the Request exceeds the cost limit.

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We have identified that the cost of this Freedom of Information request exceeds the cost limit of an FOI Request.

If you still wish to continue with the request we have advise the following changes that will bring the request cost down:

- [EXAMPLES OF HOW THEY CAN REFRAME/REFOCUS THE REQUEST]
- [EXAMPLES OF HOW THEY CAN REFRAME/REFOCUS THE REQUEST]
- [EXAMPLES OF HOW THEY CAN REFRAME/REFOCUS THE REQUEST]

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When we claim more time after completing a Public Interest Test

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We have determined that some of the information you have requested falls under the following exemptions:

- [EXEMPTION BEING USED]
- [EXEMPTION BEING USED]
- [EXEMPTION BEING USED]

We will now give ourselves an extension to the time frame in order to complete a Public Interest Test to determine if we should or should not release the information.

The new response date will be the following: [NO MORE THAN ADDITIONAL 20 WORKING DAYS]

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When you do not have the information being requested.

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

Unfortunately at this time we do not hold the following information that you have requested:

- [ITEMISED LIST OF DATA]
- [ITEMISED LIST OF DATA]
- [ITEMISED LIST OF DATA]

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When we consider the information to be inaccurate

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We have determined that some of the information you have requested is inaccurate, specifically the following information:

- [INACCURATE DATA]
- [INACCURATE DATA]
- [INACCURATE DATA]

This information is inaccurate because:

[PLEASE USE THIS AREA TO EXPLAIN THE NATURE OF THE DATA AND PROVIDE FURTHER INFORMATION TO HELP EXPLAIN THE CONTEXT]

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

When we provide the information

Dear [NAME]

We received your request on the [RECEIVED DATE],

We have collected the requested information and are able to provide you with the following information:

- [INSERT THE DATA THEY REQUESTED/LINK TO RELEVANT WEBSITE LOCATION]
- [INSERT THE DATA THEY REQUESTED/LINK TO RELEVANT WEBSITE LOCATION]
-

If you have any questions or require any further information, please contact our Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

If you are unhappy with this decision, you have the right to complain to the ICO.

ico.org.uk

0303 123 1113

When we refuse the request

Dear [NAME],

This email is in response to the request you made on [RECEIVED DATE],

We are contacting to let you know that we will be refusing to comply with your request.

We have decided on this response because of the following:

- [REASON FOR REJECTION]
- [REASON FOR REJECTION]
- [REASON FOR REJECTION]

If you would like to discuss this with our Data protection officer their contact details are:

[DATA PROTECTION CONTACT DETAILS]

Alternatively, you also have the right to complain to the ICO if you disagree with our decision, their contact details are;

ico.org.uk
0303 123 1113

When we withhold part of the request

Dear [NAME]

We received your request on the [RECEIVED DATE],

We have collected the requested information and are able to provide you with the following information:

- [INSERT THE DATA THEY REQUESTED/LINK TO RELEVANT WEBSITE LOCATION]
- [INSERT THE DATA THEY REQUESTED/LINK TO RELEVANT WEBSITE LOCATION]

We also will be withholding some of the information that you have requested.
Please see below:

- [WHAT WAS REQUESTED AND EXEMPTION BEING USED]
- [WHAT WAS REQUESTED AND EXEMPTION BEING USED]
- [WHAT WAS REQUESTED AND EXEMPTION BEING USED]

If you have any questions or require any further information, please contact our
Data protection contact below:

[DATA PROTECTION CONTACT DETAILS]

If you are unhappy with this decision, you have the right to complain to the ICO.

ico.org.uk
0303 123 1113

BREACHES

When a breach has occurred

Dear [NAME]

This letter is to inform you that **your data/your child's data** has been involved in a personal data breach.

The types of data that have been breached are as follows:

- [TYPES OF DATA INVOLVED]
- [TYPES OF DATA INVOLVED]
- [TYPES OF DATA INVOLVED]

The breach occurred when [EXPLAIN HOW THE BREACH OCCURRED]

Due the type of data and how the breach has occurred we have concerns regarding [WHAT IS THE
LIKELY RISK TO THE DATA SUBJECT]

Now that the school has identified how the breach occurred, we will be doing the following to prevent it occurring again:

- [HOW YOU WILL PREVENT A SIMILAR BREACH HAPPENING AGAIN]
- [HOW YOU WILL PREVENT A SIMILAR BREACH HAPPENING AGAIN]
- [HOW YOU WILL PREVENT A SIMILAR BREACH HAPPENING AGAIN]

[IF REPORTED TO THE ICO] Due to the school perceiving a high risk to your rights and freedoms from this breach we have also reported it to the Information Commissioners Office

If you would like to contact us for any further information or have any questions please contact our Data Protection Officer below:

[DPO CONTACT DETAILS]

GLOSSARY

Optional

Needs filling in

Multiple choice

Freedom of information requests

Incidents

*1 – Access/Rectification/Erasure/Processing restriction/Data portability/Objection