

General Data Protection Regulation Subject Access Request Process

The General Data Protection Regulation (GDPR) entitles individuals to request access to any personal data that an organisations may hold about them - which of course includes Falmouth University (Falmouth). This is known as a **Subject Access Request or SAR**. The process that should be followed when requesting personal information from Falmouth is explained below and is applicable to staff and students.

The Process

All SARs must be made in writing, including by email if appropriate, to Falmouth's Information Governance Officer at the address below. A request form is available which will help to ensure that we have all the information required to deal with your request. Once we receive your request we may wish to confirm your identity and charge a fee (see below). In order to locate the correct information within Falmouth to satisfy your request, we may need to ask you to provide more information.

The information provided in response to your request will be that which Falmouth holds (subject to any exemptions) at the time we received your request. The GDPR does allow routine updating and maintenance of the data to continue between the date on which the request is received and the date when the reply is dispatched. This means that the information provided may differ from that which was held at the time your request was received, but only as a result of normal processing.

We may contact third parties mentioned within the data held in order to obtain consent to disclose the information. Falmouth has a duty of care under the GDPR to protect the information of both parties and where consent cannot be obtained from or is denied by a third party we will consider the reasons in order to decide whether or not to disclose the information.

All requests will be dealt with within 30 days of the receipt of the request. The information will be dispatched to you as soon as the above process is complete. It is usually posted to you by recorded delivery but you may collect it from the Information Governance Officer in person. Collection will require a signature and proof of identity. Unless you specify otherwise, the information will be provided to you in printed form.

Fees

According to the GDPR, Falmouth University reserves the right to charge a reasonable fee when the request is manifestly unfounded, excessive or repetitive. Please see guidance from the Information Commissioner's Office on this at www.ico.org.uk.

The University may also charge a reasonable fee for requests for further copies of the same information. This fee will be based on the administrative cost of providing the information.

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Contact Details

Information Governance Officer
Falmouth University
Falmouth Campus
Woodlane
Falmouth
TR11 4RH

01326 255775

informationoffice@falmouth.ac.uk

If you require more information about the General Data Protection Regulation or are unhappy with the way Falmouth University has dealt with your request please contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

www.ico.org.uk