

Data Protection Act 1998: Dealing with requests for personal information

1. Summary

The University is a registered Data Controller and subject to the Data Protection Act. Data controllers are obliged to supply data subjects with information about the data which they hold on them (including copies of the data) if requested to do so. Data controllers may also, under specific legal grounds within the Act, disclose personal information to third parties. This procedure defines how the University deals with requests for personal information.

2. Data Protection Guidelines

For detailed information around the definitions and requirements of the Data Protection Act 1998, please see the University's Data Protection policy

[http://www.london.ac.uk/fileadmin/documents/about/DP_Guidance - revised June 2011 rev .pdf](http://www.london.ac.uk/fileadmin/documents/about/DP_Guidance_-_revised_June_2011_rev_.pdf)).

3. Dealing with Subject Access Requests

An individual (the 'Data Subject') may request information held about them by the University. This is called a subject access request. The University requires the following steps to be undertaken:

- Enquirers must identify themselves in writing.
- If they are not the data subject, enquirers must have the written permission of the data subject to access personal information about that subject.
- The University's Data Protection Officer should be notified by the department receiving the communication data.protection@london.ac.uk.
- Enquirers should be asked to complete an application form (see DPA – Subject Access Request Application Form available at: <http://www.london.ac.uk/238.html>)
- A fee of £10.00 should be charged to all external enquirers, irrespective of status, i.e. ex-staff and current and past students, as well as third parties, should be charged. Note: *current members of staff are not charged*
- The enquiry should be answered within 40 days from the date of receipt of the fee.

If a student wishes to gain proof or confirmation of their academic qualification, they should be directed to the Transcripts Office in the first instance <http://www.london.ac.uk/113.html>.

4. Dealing with requests for information from third parties

The University may be asked by a third party to disclose information regarding an individual. For example, the University may be contacted by the police or other authorities where the information is required in connection with matters such as the prevention or detection of crime or the assessment or collection of tax, or where disclosure is required by law or is necessary in connection with legal proceedings. The University will only make disclosures of this kind on receiving a certificate from the authority seeking the information to the effect it falls within a relevant exemption.

Any requests from outside authorities such as the police or the courts for the disclosure of personal data should be referred to the Data Protection Officer data.protection@london.ac.uk.

If an employer wishes to gain proof or confirmation of the academic qualification of an employee or prospective member of staff, they should be directed to the Transcripts Office in the first instance <http://www.london.ac.uk/113.html>.

5. Version history

Procedure approved as *Data Protection Act 1998: Procedure for answering requests for information* 9/9/02; amended 10/12/02; 30/1/03; 7/7/06; 29/9/09; 6/11/09; updated as *Data Protection Act 1998: Dealing with requests for personal information* 9/1/12.

Date	Version	Reason for change	Author
January 2012	1.0	Procedure approved as <i>Data Protection Act 1998: Dealing with requests for personal information</i> .	Data Protection Officer & University Records Manager
February 2016	1.1	Minor formatting and text changes.	University Records Manager