

## Subject Access Request (SAR) Procedure

### Real Life Education Limited

**Effective Date:** 04/06/2025

**Next Review Due:** 04/06/2026

**Approved by:** KELLY WALNE – OFFICE MANAGER & Data Protection Lead

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### 1. What is a Subject Access Request?

A Subject Access Request (SAR) is a formal request made by an individual to access the personal data that Real Life Education Limited (RLE) holds about them. This includes both electronic and paper records.

Under the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, individuals have the legal right to access their data and understand how it is used.

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### 2. How to Submit a SAR

A SAR can be made by:

- Emailing the **Data Protection Lead**
- Writing to our registered business address

#### Contact Details:

##### Data Protection Lead

Email: **office@reallifeeducation.co.uk**

Address: My trusted accountant, 6 Balfour Court, Leyland, Preston, PR25 2TF

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### 3. Information We May Require

To ensure we handle requests efficiently and securely, we may ask for:

- **Proof of identity** (e.g., passport, driver's license)
- **Details of the request**, including relevant dates, roles (e.g. student, staff), or services accessed

- **Clarification** if the request is broad or involves a large volume of data
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#### 4. Timeframe for Response

We will respond to all valid SARs **within one calendar month** of receiving the request and confirming identity.

If the request is complex or involves a high volume of data, the timeframe may be extended by **up to two further months**. The requester will be informed if this is the case.

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#### 5. Exemptions and Refusals

We may withhold certain data where:

- It includes personal data of other individuals (unless consent is given)
- Disclosure would cause serious harm to the individual or others
- The data relates to criminal investigations or legal advice
- The request is manifestly unfounded or excessive

In such cases, we will explain the reasoning behind the decision.

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#### 6. What Will Be Provided

The individual will receive:

- A copy of the personal data we hold about them
  - The purposes for processing it
  - The categories of personal data involved
  - The recipients or categories of recipients
  - The retention period or criteria for retention
  - Information about their rights (rectification, erasure, etc.)
  - The right to lodge a complaint with the Information Commissioner's Office (ICO)
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#### 7. Record-Keeping

All SARs are logged in our **Data Request Register**, including:

- The date received
  - The nature of the request
  - The date responded
  - Outcome and any exemptions applied
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## **8. Complaints and Appeals**

If an individual is unhappy with our response or handling of their request, they may:

- Contact our **Data Protection Lead** for clarification or review
- Lodge a formal complaint with the **Information Commissioner's Office (ICO)**

### **ICO Contact:**

Website: <https://ico.org.uk/>

Helpline: 0303 123 1113