

# Requesting Access to Personal Data Procedure

## Document Version Control

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## 1. What are my rights?

- 1.1 The Data Protection Act 1998 gives individuals a right of access to the personal data which organisations hold about them, subject to certain exemptions (see Section 4). Requests for access to personal data are known as **subject access requests**.
- 1.2 This page explains how to submit a subject access request to Trinity Laban Conservatoire of Music and Dance (Trinity Laban), how we will handle your request, and your right to complain if you are dissatisfied.
- 1.3 If you submit a subject access request to Trinity Laban, you are entitled to be told whether we hold any data about you. If we do, you also have the right:
  - To be given a description of the data, the purposes for which the data are being processed, and those to whom the data may have been disclosed;
  - To be given a copy of the data in an intelligible form, with any unintelligible terms explained;
  - To be provided with any information available to Trinity Laban about the source of the data; and, if you specifically request it,
  - to be given an explanation as to how any decisions taken about you solely by automated means have been made.
- 1.5 Further information about your rights under the Data Protection Act is available on the website of the [Information Commissioner](#).
- 1.6 If your request is for information other than information about yourself, such as information about decisions or actions by Trinity Laban, you cannot submit it as a Data Protection Act request. See our **Freedom of Information pages** for details of how to find information using our Freedom of Information Publication scheme, and how to submit a Freedom of Information Act request

## 2. How do I submit a request?

- 2.1 Requests for access to personal data must be in writing. We ask that you complete and return Trinity Laban's **Subject Access Request Form (Appendix 1)**, which is designed to gather the information which we need to identify you, communicate with you and locate data about you. Failure to complete the form could delay processing of your request, as we may need to contact you for further information or clarification.
- 2.2 When completing the subject access request form, please be as specific as possible about the information which you want access to, as this will assist us in processing your request. For example, if you only want data relating to your academic record, you should indicate that. A general request such as "*please send me all of the data which you hold about me*" is likely to lead us to contact you for further information or clarification. Trinity Laban has the right to ask you for information which we reasonably need to locate the data which you have requested, and we may not respond to your request until you provide this information (see [Section 4](#)).

# TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

2.3 Together with the form, you must also send us proof of your identity. In accordance with General Data Protection Regulations no fee will be charged for such requests. We will not begin processing your request until the ID has been received. We require proof of ID to ensure that we are releasing data to the correct person. Please supply a copy (not the original) of one of the following:

- ✓ Your current Trinity Laban student ID or staff ID.
- ✓ The pages which identify you in your passport.
- ✓ Your driving licence.

If you are unable to supply any of the above, please contact Trinity Laban's Data Protection Officer (see below for contact details).

Please send the completed subject access request form and proof of identity by email to [DataProtection@trinitylaban.ac.uk](mailto:DataProtection@trinitylaban.ac.uk) , or by post to the following address:

Director of Operations and Business Enterprise  
Trinity Laban Conservatoire of Music and Dance  
King Charles Court  
Old Royal Naval College  
Greenwich  
London SE10 9JF  
United Kingdom

The form and proof of identity must be submitted for each subject access request.

## 3. What happens next?

- 3.1 We will send you an acknowledgement of your request as soon as possible. This will indicate the deadline by when we will send you a response. We may also ask you to provide further information or clarification if we require it to process your request, and may contact you again for additional information or clarification if necessary.
- 3.2 After Trinity Laban receives your request, we must consider it and respond to it. We will respond as soon as possible, and in all cases within one month of receipt of your request. If we reasonably require further information from you to locate the data which you have requested, we will inform you as soon as possible, and the one month deadline will commence from the date when we receive the information from you.
- 3.3 If Trinity Laban holds no data about you, you will be informed of this. You will also be informed of any cases where data about you have been withheld and the reasons for this, including the relevant exemptions (see Section 4), unless doing so would itself reveal information which would be subject to an exemption.

## 4. What are the exemptions?

- 4.1 The Data Protection Act 1998 includes various exemptions which specify the circumstances in which an organisation can refuse to provide access to personal data. The most likely situations in which Trinity Laban could refuse a subject access request are where:
- The release of the data would jeopardise the prevention or detection of crime, or the apprehension or prosecution of offenders;
  - You have requested access to an examination script, other than examiners' comments;

- You have requested data contained in a confidential reference provided by Trinity Laban;
- You have requested data which record Trinity Laban's intentions in relation to any negotiations with you, and the release of the data would prejudice the negotiations;
- The data is covered by legal professional privilege;
- The data relates to management forecasting or management planning, and its release to you would prejudice Trinity Laban's business or activities; or
- You have requested access to data which have been retained for the purposes of historical or statistical research, the conditions set out in the Data Protection Act 1998 for processing for research purposes have been met, and the results of the research have not been published in a way which identifies individuals.

4.2 If Trinity Laban withholds data from you as a result of an exemption under the Data Protection Act, we will explain why the data have been withheld and the relevant exemption, unless doing so would itself disclose information which would be subject to the exemption.

4.3 The Data Protection Act allows us to refuse to provide you with a copy of your data if the effort in doing so would be disproportionate, or if the same or similar data have already been provided to you and a reasonable interval has not elapsed since your previous subject access request. In addition, if Trinity Laban reasonably requires further information from you in order to locate the data which you have requested, and we inform you of this, we are not required to comply with your request until you supply us with the information.

4.4 We have to protect the Data Protection rights and other legal rights of other individuals when we respond to subject access requests. Information which does not relate to you may be redacted (blacked out) or removed, particularly if it relates to other individuals. Sometimes we may not be able to release data relating to you because doing so would also reveal information about other persons who have not consented to their data being released, and it would not be reasonable in the circumstances to release the data without their consent. In such cases, you will be informed that data about you have been withheld and the reasons for doing so.

## 5. Can I appeal?

5.1 If you are dissatisfied with the handling of your subject access request, you are encouraged to contact the Data Protection Officer in the first instance, to determine if they can resolve your concerns informally (see section 9 - [Where can I get further information?](#) for contact details). You should state as fully as possible why you think your request was not dealt with in accordance with the Data Protection Act, and the remedy which you are seeking from Trinity Laban.

5.2 If you remain dissatisfied after contacting the Data Protection Officer, you can ask for an internal review of Trinity Laban's handling of your request. Requests for internal review should be submitted promptly, and within 20 working days of Trinity Laban's response to your request.

5.3 The internal review will be conducted by the Trinity Laban Company Secretary, and the Data Protection Officer will provide you with the outcome of the review within one month. If the Secretary decides that information should be released to you, the information will be provided to you as soon as is practically possible. For further information about the appeal process, see Trinity Laban's Freedom of Information, and Data Protection Appeal Procedures.

- 5.4 If you are dissatisfied with the outcome of the internal review, you can ask the Information Commissioner for an assessment as to whether Trinity Laban has processed your data in accordance with the Data Protection Act. The Information Commissioner can be contacted at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
United Kingdom

- 5.5 Further information about how to enforce your rights under the Data Protection Act is available on the Information Commissioner's [website](#).

## **6. Can I re-use the data?**

- 6.1 The copyright of any data which is supplied to you will be owned by Trinity Laban unless otherwise indicated. The supply of information under the Data Protection Act does not give the person who receives it an automatic right to re-use the information in a way which would infringe copyright, for example, by making multiple copies, publishing and issuing copies to the public.

- 6.2 Brief extracts of any material which is supplied to you may be reproduced under the fair dealing provisions of the Copyright, Designs and Patents Act 1988 (sections 29 and 30) for the purposes of research for non-commercial purposes, private study, criticism, review and news reporting. More extensive re-use must only be carried out with prior written permission from Trinity Laban.

- 6.3 Enquiries about the re-use of material should be directed to Trinity Laban's Information Compliance Manager (see [Where can I get further information?](#) for contact details).

## **7. What if I need a transcript or copy of my degree certificate?**

- 7.1 If you are seeking a transcript of your academic results, or you need a copy of your Trinity Laban degree certificate, you should not submit a subject access request.

- 7.2 Transcripts and degree certificate copies are issued by Trinity Laban Registry. An [on-line Transcript Request](#) form is available for making transcript requests.

## **8. What if I want feedback on my Masters dissertation/exam performance?**

- 8.1 Students can use the Data Protection Act to request access to their marks; to the comments by examiners on their dissertations and on their exam scripts; and any data about them in the papers of examination boards. You should submit a subject access request in the usual way and using the form attached at **Appendix 1**. The identities of your examiners will not normally be released to you. The Data Protection Act gives us a longer period of time in which to respond to requests if your results have not been published when your request arrives. In these circumstances, we will respond within 5 months of the date of receipt of your request or 40 days from the publication of the results (whichever is sooner).

- 8.2 However, Trinity Laban students can also request informal feedback on their examination and dissertation performance without having to go through the Data Protection Act or pay a fee. Requests for informal feedback should be directed to the relevant Faculty Office. Questions about informal feedback should be directed to the Faculty Offices or the Registry.
- 8.3 Students should note that the Data Protection Act does not provide a right of access to examination scripts.

## 9. **Where can I get further information?**

Further information about how Trinity Laban aims to protect the rights of individuals under the Data Protection Act is provided in Trinity Laban's Data Protection Policy. Enquiries relating to Data Protection at Trinity Laban should be directed to Trinity Laban's Data Protection Officer, whose contact details are below:

Director of Operations and Business Enterprise  
(Data Protection)  
Trinity Laban Conservatoire of Music and Dance  
King Charles Court  
Old Royal Naval College  
Greenwich  
London SE10 9JF  
United Kingdom

Telephone: +44 (0)20 8305 4372

Email: [DataProtection@trinitylaban.ac.uk](mailto:DataProtection@trinitylaban.ac.uk)

Information about your rights under the Data Protection Act and how to submit a subject access request is also available on the website of the [Information Commissioner](#).

**Request for Personal Data**  
under the Data Protection Act

**APPENDIX 1**

**A. YOUR DETAILS**

<b>Surname:</b>	<b>Forename(s):</b>
<b>Former surname(s) (where relevant):</b>	
<b>Postal address:</b>	
<b>Daytime telephone:</b>	<b>Email:</b>
<b>Preferred method of receiving your personal data (method used may depend on quantity/file size):</b> Email <input type="checkbox"/> Post <input type="checkbox"/>	
<b>Date of birth (for identification purposes only):</b>	
<b>Please indicate your relationship with TRINITY LABAN:</b> <input type="checkbox"/> Current student <input type="checkbox"/> Current staff <input type="checkbox"/> Other (please specify below): <input type="checkbox"/> Former student <input type="checkbox"/> Former staff	
<b>If current/former student or staff member, please give department(s) and dates:</b>	
<b>If current student, please give student ID number:</b>	

**B. DATA REQUESTED**

Please describe the data which you are seeking as precisely as you can. Continue on a separate sheet if necessary:

## C. SIGNATURE

I certify that I am the person named on this form and that I wish to be provided with the data which I have specified relating to myself under the Data Protection Act 1998. I will not publish any data which is supplied to me without prior permission from TRINITY LABAN or the copyright owner (if copyright is not owned by TRINITY LABAN), except where permitted by law.

Name or Signature:

Date:

## D. PROOF OF IDENTITY

Please supply a photocopy (not originals) or scan/digital image (if sending by email) of one of the following (if you cannot supply any of these items, please contact TRINITY LABAN's Data Protection Officer):

- Your current TRINITY LABAN student ID or staff ID.
- The pages which identify you in your passport.
- Your driver's licence.

Please send your form and proof of identity to: [j.peel@trinitylaban.ac.uk](mailto:j.peel@trinitylaban.ac.uk) or

**Director of Operations and Business Enterprise**  
**Trinity Laban Conservatoire of Music and Dance**  
**King Charles Court**  
**Old Royal Naval College**  
**GREENWICH**  
**London SE10 9JF UNITED KINGDOM**

Further information about how your request will be handled is available on the TRINITY LABAN website at <http://www.trinitylaban.ac.uk>.

## E. DATE PROTECTION STATEMENT

The data gathered in this form will be used to process your request for personal data under the Data Protection Act. It will be held by TRINITY LABAN's Data Protection Officer, and may be transferred to other parts of TRINITY LABAN for the purposes of verifying your identity or processing your request for data. The data will be held for six years from the date when we respond to your request, unless your request forms part of an ongoing case, in which case the data will be kept for as long as necessary.

### STAFF USE ONLY

Case reference  
number: Date form  
received: Date ID  
received:  
Date fee received: