



## **Subject Access Request Policy**

BHCC acknowledge that an individual has a right to know what information is held about them. GDPR provides a framework to ensure that personal information is handled appropriately.

This information must be:

- Processed fairly, lawfully and in a transparent manner
- Processed for specific, legitimate and lawful purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept for longer than necessary
- Processed in line with an individual's rights
- Held securely
- Not transferred, unless in accordance with policies in place.

BHCC are committed to meeting all reasonable requests for access in line with GDPR.

A subject access request is a written request for personal information held about you by BHCC. You have the right to see what personal information we hold and you are entitled to know why we hold and process your personal information. We have three policies in place to inform you of these things. If you are a parent, carer or family member accessing our services, please refer to the BHCC Privacy Notice found in the Policies section of our website. If you have applied for a job, please refer to the Recruitment Privacy Notice also found on our website. If you are a member of staff, please refer to the Employment Privacy Notice internally.

If you wish to make a subject access request please address your written request to:

Business Manager  
Brentry and Henbury Children's Centre  
Brentry Lane  
Brentry  
Bristol  
BS10 6RG

Once we receive the request we will do the following within 30 days:

- Verify your identity if we have reasonable cause to doubt it. To do this, we may ask you for confidential information held in your records that only you might be expected to know. We will not disclose personal information to anyone other than the individual in question, outside of any agreement already in place

- Decide whether we are able to release the information requested and if the request has been approved, provide you with the information. If we are unable to provide the information we will contact you to explain why
- Information will either be sent electronically, delivered in person, or by post.

If your subject access requests become frequent or are excessive then we reserve the right to charge a minimum of £10 to cover the administrative costs involved in dealing with your request. In extreme circumstances we reserve the right to refuse your requests. In this instance, you will be informed of the outcome by the Director.

*Policy Written: November 2018*

*Policy Review: November 2019*