

Subject Access Request Procedure

Under the terms of the General Data Protection Regulation (GDPR), individuals have the right to contact an organisation to obtain:

- confirmation that their data is being processed
- access to their personal data

Information about what data we hold and the purposes for which we process it are available in our privacy notices. For members of the public this may be found online at

<https://www.rncm.ac.uk/about/college-information/privacy/>

Privacy notices relating to members of the College are available on the intranet or by request from the Data Protection Officer

How to make a Subject Access Request

If you wish to make a request to the RNCM to obtain a copy of your own data please submit a request, in writing, to the Quality Assurance & Enhancement Manager. We would prefer it if you use the form provided but if you don't wish to, you must give us the following information:

1. Personal Details:

Full name
Former name or maiden name (if relevant to your enquiry)
Date of birth
Address
Phone number(s)
E-mail address

2. Evidence of your identity, e.g. a copy of your birth certificate, driving licence or passport plus proof of your address dated within the last three months, e.g. a bank statement or utility bill.

3. Acting on behalf of a data subject

If you are not the person requesting the information but acting on their behalf we will need evidence that you have the authority or legal standing to request the information – e.g. the data subject's written authority *or* Enduring Power of Attorney *or* Evidence of Parental Authority - together with evidence of your own identity, as in section 2.

4. Details of the information being requested

Please help us to help you. Be as specific as possible and give as much detail as you can about what information you are requesting.

5. Viewing the information

Do you want to be supplied with a copy of the information or just to view it? Do you have any special requirements, e.g. large print.

6. Declaration

You must include the wording below and sign and date the request

"I certify that the information given on this form to the Royal Northern College of Music is true. I understand that it is necessary for the College to confirm my/the Data Subject's identity and it may be necessary for the College to obtain more information in order to locate the correct information."

You should be aware that a person who unlawfully obtains, or attempts to obtain, personal information is guilty of a criminal offence and is liable to prosecution

If you are unable to make a request in writing please contact the Quality Assurance & Enhancement Manager for advice on how to proceed.

RNCM response

Response time

The RNCM is required to provide you with the information you have requested within one month of receiving the request.

However if the request is complex this period may be extended by the RNCM. You will be informed of this within the first month, together with an explanation of why the extension is necessary.

Charges

There will not normally be a charge for providing the information.

However if the request is manifestly unfounded, excessive and / or repetitive you will either:
a) be charged a reasonable fee taking into account the administrative costs of providing the information; or

b) receive a refusal to respond. This will be sent together with the reason for the refusal and notification of your right to complain.

In either case the response will be provided within one month.

Complaints procedure

If you wish to make a complaint about this process please send it to the Data Protection Officer at the RNCM who will investigate the complaint and respond to you.

If you are not satisfied with the response you should contact the Information Commissioner's Office (ICO), giving details of the complaint, copies of the relevant documents and any correspondence between you and the RNCM. The ICO advises that any complaints or concerns should be raised within three months of the last meaningful contact with the RNCM.

Contact details

Quality Assurance & Enhancement Manager

Royal Northern College of Music, 124 Oxford Road, Manchester, M13 9RD. Tel. 0161 907 5240
foi@rncm.ac.uk

Data Protection Officer

Royal Northern College of Music, 124 Oxford Road, Manchester, M13 9RD. Tel. 0161 907 5241

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel.: 0303 123 1113 <https://ico.org.uk/concerns/>