

Guidelines for making a Subject Access Request

What are my rights?

The General Data Protection Regulation (GDPR) gives individuals a right of access to the personal data which organisations hold about them, subject to certain exemptions. Requests for access to personal data are known as subject access requests. This page explains how to submit a subject access request to LSHTM, how we will handle your request, and your right to complain if you are dissatisfied.

If you submit a subject access request to LSHTM, 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 LSHTM 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.

Further information about your rights under the GDPR is available on the website of the [Information Commissioner](#).

If your request is for information other than information about yourself, such as information about decisions or actions by LSHTM, you cannot submit it as a subject access request. See our Freedom of Information pages for details of how to submit a Freedom of Information Act request

How to make a request

Requests for personal data must be made in writing. A form is provided for individuals to make a request, this is available to download [here](#). Alternatively you can email dpo@lshtm.ac.uk with your initial enquiry, and with the following minimum information:

- Name.
- Contact details including address, email address and phone number.
- Evidence of your identity such as a copy of identification such as a passport or driving licence. The School is only obliged to provide information if it is satisfied as to the identity of the person making the request.
- If you are making the request on behalf of a third party, you must provide written permission from the data subject that you have permission to access personal information on their behalf.
- Details of the information you require, for example this may be a specific document such as your staff file. If you wish to request a more general search for your personal data, please provide information on where you worked, which course you studied on or which individuals may hold personal information on you.

- Covering dates of the information you require.

Please be as specific as possible about the information you require as this will assist us in processing your request. A general request such as 'please send me all of the data you hold on me' is likely to require us to ask you for clarification. The School has the right to ask you for information which we reasonably need to locate the date you have requested.

Once your request is received by the School, you will be sent an acknowledgement within five days. This will indicate the deadline by which the School will send you a response.

How long does the School have to respond to your Subject Access Request?

The School will provide the requested information within one month of receipt. The School is able to extend the period of compliance by a further two months where requests are complex or numerous. In this case, the School will inform you within one month of receipt of the request and explain why the extension is necessary.

During the School's processing of your request, if we require further information from you, we will inform you as soon as possible and the one month deadline will commence from the date that we receive the information from you.

How much will providing the information cost?

The School will provide a copy of the information free of charge. However, the School can charge a reasonable fee if the request is manifestly unfounded or excessive, and if the request is for copies of the same information. The fee will be based on the administrative cost of providing the information.

How will I receive the information?

Information will generally be sent electronically. All sets of information will include a reference number and the School will retain a complete copy of the information for a period of seven years, this is in accordance with the LSHTM Records Retention and Disposal Schedule.

All subject access requests will be treated in the strictest confidence and will only be processed by authorised School staff in relevant departments.

Is there information that I will not receive?

The GDPR 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 LSHTM 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 LSHTM;

- You have requested data which record LSHTM'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 LSHTM'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 GDPR for processing for research purposes have been met, and the results of the research have not been published in a way which identifies individuals.

If LSHTM does not hold any data on you, you will be informed of this.

You will also be informed of any cases where data about you has been withheld and the reasons for this, including the relevant exemptions, if appropriate.

The School has a duty 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 the School may not be able to release data relating to you because doing so would also reveal information about other individuals 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.

What if I am unhappy about the information I receive?

In the first instance, contact the Data Protection Officer at dpo@lshtm.ac.uk describing the nature of your complaint. You will receive an acknowledgement to this request.

The School will try and deal with your request within one month, if it will take longer than this, you will be informed of the estimate date of a decision. Depending on the nature of your complaint, the first step will be to try and deal with your complaint in an informal manner, with the Data Protection Officer and Secretary & Registrar reviewing the original request, the information provided and the complaint.

If the complaint cannot be dealt with satisfactorily on an informal basis, an internal complaints panel will be established to deal with your complaint. The panel will be provided with all of the information relating to the request, and will evaluate your complaint on the basis of the original request and the information provided. You will be informed once a decision has been made on the outcome of your complaint.

If you are unhappy with the School's response to your complaint, you can contact the Information Commissioner's Office via a live chat function on their website (<https://ico.org.uk/>) or their helpline on 0303 123 1113. Further information about how to complain to the Information Commissioner is available on the website at: <http://ico.org.uk/complaints/getting>

