

ID. Date of interview
date 24/01/20

ID. Time interview started
start 20:54:57

ID.end Completion date of interview
Date 24/01/20

ID.end Time interview ended
20:58:20

ID. Duration of interview
time 3.38

Start of new case

Q1 Does the draft guidance cover the relevant issues about the right of access?

Yes

No

Unsure / don't know

If no or unsure/don't know, what other issues would you like to be covered in it?

Q2 Does the draft guidance contain the right level of detail?

Yes

No

Unsure / don't know

If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Additional guidance with regards to the ICO approach to managing potential breaches would be useful. For example, what considerations could be taken in relation to schools and closures outside of term time, etc. It has become a regular occurrence for subject access requests to be submitted in the days leading up to the end of term.

Q3 Does the draft guidance contain enough examples?

Yes

No

Unsure / don't know

If no or unsure/don't know, please provide any examples that think should be included in the draft guidance.

Please see the response above.

Q4 We have found that data protection professionals often struggle with applying and defining 'manifestly unfounded or excessive' subject access requests. We would like to include a wide range of examples from a variety of sectors to help you. Please provide some examples of manifestly unfounded and excessive requests below (if applicable).

SARs have become very common place in disputes, complaints, grievances or disciplinary proceedings. As a result, it is very common that requests targeting very specific records become all information requests, placing a considerable burden upon the school when their focus should be on teaching and student welfare. The majority of subject access requests we manage will require: - Initial time that elapses between receipt of the request, transfer to relevant personnel and review of required resources; - A week for a third-party IT support provider to search email accounts for relevant records (a considerable number of staff related subject access requests will require thousands of records to be retrieved); - Allowing a working week for teaching or support staff to collate paper and electronic records relating to specific data subjects depending upon the nature of the request; - Allowing a working week for all of these records that need to be reviewed, sorted and redacted, by personnel in schools, in addition to their normal role of educating pupils; - Allowing some time to check and prepare to distribute the records to the requestor. Any delays encountered (due potentially to staff availability due to exams,

Q5 On a scale of 1-5 how useful is the draft guidance?

1 - Not at all useful	2 - Slightly useful	3 - Moderately useful	4 - Very useful	5 - Extremely useful
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 Why have you given this score?

A lot of the guidance was already understood in this way.

Q7 To what extent do you agree that the draft guidance is clear and easy to understand?

Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 Please provide any further comments or suggestions you may have about the draft guidance.

In order to successfully complete a request received by a school immediately before the beginning of a holiday (at the middle and end of each term), the requirement to complete a subject access request within the thirty day deadline, as opposed to the twenty working days permitted to comply with a Freedom of Information request, places considerable strain on schools and the education sector as a whole. The result of trying to comply with the thirty day deadline which must include a two week break (or a six week break in summer) is that additional cost is incurred to employ personnel to complete the work outside of normal working time, or a considerable additional effort is required to complete the request in less time than would normally be permitted, in addition to educating our pupils. Both solutions incur an additional cost in terms of time and finance, in addition to placing additional stress to ensure deadlines are met and any request completed in full on already strained human resource.

Q9 Are you answering as:

- An individual acting in a private capacity (eg someone providing their views as a member of the public)
- An individual acting in a professional capacity
- On behalf of an organisation
- Other

Please specify the name of your organisation:

Ark Schools

What sector are you from:

education

Q10 How did you find out about this survey?

- ICO Twitter account
- ICO Facebook account
- ICO LinkedIn account
- ICO website
- ICO newsletter
- ICO staff member
- Colleague
- Personal/work Twitter account
- Personal/work Facebook account
- Personal/work LinkedIn account
- Other

If other please specify: