



Subject Access Request Procedure

Summary

Everyone whose personal data Meadow Learning CIC (The Meadow) holds, including young people, parents and carers, staff and volunteers, has the right to see the personal data we hold about them and supplementary information about how we use it. This is called a subject access request. This procedure explains how we deal with one.

Who deals with requests

Our **Data Protection Lead**, Claire Imhasly (Manager and Director), deals with all subject access requests, following guidance from the Information Commissioner's Office (ICO).

How to make a request

A request can be made in writing (for example by email to themeadowbath@gmail.com) or verbally. You do not have to use a particular form or give a reason. It helps if you tell us what information you are looking for.

We may ask for reasonable proof of identity if we are not sure who is making the request, and the one-month time limit starts once we have it.

Requests about young people

Information about a young person belongs to them. Where a young person is mature enough to understand their rights (usually from around 12), we will normally ask for their views or consent before responding to a parent's request. Where a young person is too young, a parent or carer can make the request on their behalf.

How we respond

- We respond **within one month**, free of charge.
- If a request is complex or there are several requests, we can extend this by up to two further months; we will tell you within the first month and explain why.
- If the request is made electronically, we provide the information in a commonly used electronic format.
- School holidays and our non-session days count towards the time limit.

Information we may withhold

We may withhold or redact information where the law allows, for example:

- information about other people, unless they consent or it is reasonable to share it
- information that could cause serious harm to the physical or mental health of the young person or someone else

- information whose disclosure would prejudice child protection or safeguarding, or the prevention or detection of crime.

If we withhold anything, we will tell you unless doing so would itself cause harm.

Unfounded or excessive requests

If a request is clearly unfounded or excessive (for example, repeated requests for the same information), we may charge a reasonable fee based on our administrative costs, or refuse to respond. We will always explain our decision.

Refusing a request

If we refuse a request, we will respond within one month, explain why, and tell you of your right to complain to the ICO or to seek to enforce your rights through the courts.

Contact

Claire Imhasly, Data Protection Lead · themeadowbath@gmail.com · 07411 865399

Information Commissioner's Office: ico.org.uk/make-a-complaint · 0303 123 1113

Reviewed: October 2026 · **Approved by:** the Directors of Meadow Learning CIC · **Next review:** October 2027, or sooner if law or guidance changes