Data Protection Act (1998)

Subject Access Request Information for Students

December 2005
How do I access information?

Background
City University holds personal data for both administrative and research purposes. You have the right to see, most personal data which refers to you as long as it is held on computer or other electronic device, or it is held in a relevant filing system – as defined by the Act.

We want to provide you with a full and accurate response. If possible please complete the form available at: http://www.city.ac.uk/ic/dps/formsletters/dpaccess.pdf to aid a full response.

It will take a little time to gather the results of a general search, but you will be sent all the information within 40 days of our receiving your completed form, together with satisfactory evidence of identity and any fee.

How much detail do I need to give?

To assist us with locating the information you would like as quickly as possible, please provide as much detail as you can about the information you would like. If your request relates to specific documents, please provide any details of the document you may have (e.g. date of production, author etc) and its likely location (e.g. the relevant staff member, office or School).

If you are requesting personal information under the Data Protection Act, please note that unfortunately we cannot answer enquiries that ask to see all the information the University has about you, as this is too general a request for us to be able to find the information you want. The University has many staff spread over a large number of academic and administrative departments, most of which you will not have had any dealings with, and, without more detailed information we do not know which ones to contact about your request. Information that will help us answer your request includes:

- The name(s) of the Department, School or other area in whose records you would like us to look for information about you. You may want to think about the areas of the University with which you have had contact.
- The type of information you are interested in, e.g. your student record.
- Your relationship with the University, e.g. student, course applicant.
- The date range of the information, e.g. if you are interested in your student record when were you a student with the University?

If your request is unclear, or it is not possible to identify the information requested from your original description, we will contact you to ask for further clarification.

Is there a charge for the information?

In line with the statutory charging regime, the University will normally charge £10.00 for providing this information.

Identification

When we disclose personal information, we have to sure that we are giving it to the right person. If you apply by post, please enclose a photocopy of your City University ID card, driving licence, birth certificate or other identity document. Do not send original documents. We may also need confirmation of your address.
When can I expect to hear back?

We will answer requests for personal information made under the Data Protection Act within 40 days of receiving your request, the fee and all necessary information to answer your request.

Exam Scripts & Marks

Information about examination marks will only be provided after the results of the examination have been published.

Information about others

If the data would also disclose confidential information about another individual, in some circumstances we have a duty not to provide a copy without their consent.

References

We may not give you copies of any confidential references supplied by University staff in connection with your education, training, employment or appointment to any office.