The Meadows

Cheeky Chimps Childcare

Subject Access Request (SAR)

What is personal data?
For information to be personal data, it must relate to a living individual and allow that individual to be identified from that information (either on its own or in conjunction with other information held alongside it). The individual to whom the personal data relates to is 'data subject'.

A Subject Access Request (SAR) can be made by:

- Any parent/carer acting on behalf of their child(ren) as the Data Subject or
- Any parent/carer acting in their own individual right as the Data Subject or
- Any member of staff as the Data Subject
- Any previous staff member as the Data Subject.

To find out what personal information is help about them.

How to make a Subject Access Request (SAR)

A request can be submitted to the Nursery via the Subject Access Request (SAR) Form which can be found at the end of this document or can be requested from the Nursery. This is to ensure the request is fully understood with opportunity to clarify any queries.

The SAR Form must be submitted for the attention of the, The Meadows Cheeky Chimps Childcare Manager, Gemma Farrar and be delivered to our head office at The Meadows, Kingsdown sports centre, Hyde road, Swindon, SN2 7SH (SN3 4HR), to avoid delay in dealing with the request.

Our manager is specifically responsible for responding to a SAR.

If our Nursery receives a request for information either verbally, in writing by letter or email, we will ask the requester to complete our SAR Form so that our manager can process your request quickly and easily.

We aim to deal with the SAR's efficiently and transparently and we will supply the information electronically via email unless otherwise requested.

Charges for SARs

A Subject Access Request is **free of charge.** However, the nursery has the right to charge a reasonable admission fee should the request be excessive (i.e., involves complex data retrieval) or repetitive (i.e., involves additional copies of information already provided) which imposes a disproportionate administration burden on the Nursery.
We will provide evidence of how we make this decision about a request being excessive where appropriate.

Printing costs will apply if hard copies go over 40 pages/printed sides or 20 pieces of paper, this fee will be £30 for each additional 40 printed sides or 20 pieces of paper. There may also be an hourly rate applied if the request is deemed excessive, this will be charged at the current minimum wage for a 21-year-old.
Additional printing will not commence until the fee is agreed and paid for in full.

Confirming the requester's identity
If not 100% clarified, we will ask for the requester for some form of ID to ensure that the person making the request is the individual to whom the personal data relates (or a person authorised to make a SAR on their behalf). We will also check that we have the requester's

correct email/postal address.
When dealing with SARs for personal data relating to a child at our nursery, we will clarify whether the requester has the parental responsibility for the child or has the authorization to act on their behalf.

Making a SAR on behalf of someone else

If the requester is making a SAR on behalf of someone else (the 'data Subject'), we need to be satisfied that the 'third party' requester making the request is entitled to act on behalf of the Data Subject. It is the responsibility of the third-party requester to provide evidence of this entitlement to the nursery.

The nursery has discretion in deciding whether information in response to a SAR is disclosed to a third party who has made the SAR on behalf of the Data Subject or disclosed directly to the Data Subject. If disclosed directly to the Data Subject, then the Data Subject can choose to share the information with the third party if they wish.

Clarifying a SAR
Before we respond to a SAR, we may ask for additional information from the requester to enable us to find the personal data covered by the request.

Each SAR received will be acknowledged and once necessary ID checks have been satisfied and clarification sought regarding the context of the personal data being requested, we will inform the requester of the date by which the response must be provided (within one month).

How long will it take to provide the information?
In accordance with the GDPR regulations, once the SAR for is received the Nursery will validate the request and any additional information or queries will be sent to the requestor within 1 week.
Once the request is fully clarified, and in accordance with the GDPR regulations, the Nursery will confirm the date the information will be available which will be within 1 month of the clarified request.

Whilst we aim to respond to request within the required time period of one month, we may not be able to honour this time period if we receive requests just before or during school holidays. If the nature of the request is complex and/or the request falls within a holiday period, we will aim to reach a mutually agreed alternative time period.
If there is a delay in dealing with the request for any reason, we will contact the requester to explain the reason and the expected date for the response.

Note: As the nursey have one month in which to respond we are allowed to take into account any amendment/deletion made to the personal data between the time the request is received and the time the personal data is supplied if such amendment or deletion would have been made regardless of the receipt of the SAR. We are therefore, allowed to carry out regular housekeeping activities even if this means deleting or amending personal data after the receipt of a SAR. The Nursery is not allowed to amend or delete data to avoid supplying data.

Information that is exempt from SARs
Certain types of personal data are exempt from SARs because of its nature or effect its disclosure may have (e.g. safeguarding or legal issues) or where disclosure would involve information about another individual. In these cases, we will explain to the requester the reasons why information requested cannot be disclosed.

Examples of exempt information but not limited to;

- References which have been provided in confidence will usually be exempt from disclosure.
- All organisations can withhold requests where the information might cause serious harm to the physical or mental health of the child or another individual.
- Information belonging to other parties.

The Nursery will attempt to redact any information that is exempt but in cases where the redaction comprises the understanding of the data or still identifies another party, we will not provide that specific data.
This decision will involve balancing the data subject's right of access against the other individual's rights. If the other person consents to the Nursery disclosing the information about them, then it would be unreasonable not to do so. However, if there is no such consent, we must decide whether to disclose the information anyway.

Information that may be provided in response to a request

The individual, or parent/guardian is entitled to receive access to the personal data we process about him or her and the following information:

- The purposes for which we process the data.
- The recipients or categories of recipient to whom the personal data has been or will be disclosed, in particular where those recipients are in the third countries or international organisations.
- Where possible, the period for which it is envisaged the personal data will be stored, or if not possible, the criteria used to determine that period.
- The fact that the individual has the right:
  - To request that the company rectifies, erases or restricts the processing of his personal data; or
  - To object to its processing.
  - To lodge a complaint with the ICO;
  - Where the personal data has not been collected from the individual, any information available regarding the source of the data;
  - Any automated decision we have taken about him or her, together with meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for him or her.
  - Note: the above does not supersede the Nursery safeguarding policy, our obligation to maintain certain records for set time periods, and requirements from The Statutory Framework for the Early Years Foundation Stage- Safeguarding and Welfare Requirements 1.9.2026

This information should be provided in a way that is concise, transparent, easy to understand and easy to access using clear plain language, with any technical terms, abbreviations or codes explained.

Refusing to respond to a request

The nursery can refuse to comply with a request if the request is manifestly unfounded or excessive, or considering whether the request is repetitive in nature.
If a request is found to be manifestly unfounded or excessive the nursery can:
- request a "reasonable fee" to deal with the request; or
- Refuse to deal with the request.

In either case, the Nursery needs to justify the decision and information the requestor about the decision.

The reasonable fee should be based on the administrative cost of complying with the request. If deciding to charge a fee the Nursery should contact the individual promptly and inform them. The Nursery do not need to comply with the request until the fee has been received.

Record Keeping:

A record of all subject access requests shall be kept by the Nursery. The record shall include the date the SAR was received, the name of the requester, what data the Nursery sent to the requester and the date of the response.

Monitoring our compliance with responding to SARs

We retain a log of SARs received which includes the details of requests received which we updated to monitor progress as the SAR processed. The log contains copies of the information supplied in response to the SAR together with copies of any material withheld an explanation why.
We also monitor the time period for responding to SARs as well as deal with requests that have not been dealt with within the one-moth timeframe.

Complaints about our Subject Access Request procedure

If the requester believes that a request for information has not been dealt with properly, the requester should make a complaint to the nursery through our normal complaint's procedure detailing the nature of the complaint.

If after following the complaints procedure within the Nursery, the requester is still dissatisfied or the original decision is not reviewed, the requester can complain directly to the Information Commissioner's Office (ICO) at https://ico.org.uk/concerns, The Nursery Ico Number is ZA099274.

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Subject Access Request (SAR) Form

You can use this form to request access to your personal information held by our Nursery.

You should describe the information you need as clearly as possible: it is not enough to ask for "everything about me". If your request is too broad or unclear, we may need to ask you to be more specific. Failure to supply the detail will cause delays

In addition, you must also enclose **proof of your identity** such as a photocopy of your passport, driving licence, or birth certificate.

This Subject Access Request form and proof of identity should be sent to Gemma Farrar at The Medows Cheeky Chimps childcare, and can be delivered to our head office at The Meadows, Kingsdown sports centre, Hyde road, Swindon, SN27SH or emailed to TheMeadows@Cheekychimpsnursery.co.uk

If you need assistance with completing this form or have any questions regarding the SAR process, please contact Gemma Farrar at TheMeadows@Cheekychimpsnursery.co.uk.

Section 1 – Details of person requesting information (requester)

Title :	Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Title (please state):
Forename(s):	
Surname:	
Daytime Telephone No:	
Email Address:	
Current Address:	

Postcode	

Section 2 - Are you the Data Subject?

o **Yes - I am the Data Subject** (the person the information is about) (go to Section 4):

As the Data Subject, you will need to provide evidence of your identity so that we can check we are releasing the data to the correct person

o **No - I am acting on behalf of the Data Subject** (go to Section 3)

If you are acting on behalf of another adult, you must provide written authorisation from the Data Subject to obtain their personal data before this request can be processed. We will still require confirmation of the identity of the Data Subject.

If you are acting on behalf of a child, you must provide evidence of parental responsibility

Section 3 – Details of Data Subject (if different from Section 1)

Title (please tick one):	Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Title (please state):
Forename(s):	
Surname:	
Current Address:	

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Postcode	

My relationship to the data subject is:	(e.g. parent; carer; legal representative)

If the Data Subject is an adult, I have provided evidence of authorisation from the Data Subject to act on their behalf *(e.g. letter of authority; Power of Attorney)*	☐ **Yes** ☐ **No**
If the Data Subject is a child, **I have provided evidence of parental responsibility for the Data Subject**	☐ **Yes** ☐ **No**

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Section 4 – Details of Information Required

Please use this space to give us any details about the information you are requesting. You should describe the information you need as clearly as possible: it is not sufficient to ask for "everything about me" or “everything about my child”. If your request is too broad or unclear, we may need to ask you to be more specific.

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Section 5 – How you wish the information to be sent to you

Please indicate how you wish to receive the information:

o	Receive by email - FOC	o	Collect in person [2]	o	View a copy of the information only [2]	o	Receive by post [1, 2]

1 We will ensure that the information is addressed correctly. However, we cannot be held liable if the information is lost in the post or incorrectly delivered or opened by someone else in your household.

2 printed versions are chargeable and cannot be provided unless paid in full. Charges will be communicated once information is gathered. See SAR policy for detail

Section 6 – Declaration

Verification of identity is required before your request can be processed.

I enclose as verification of identity a photocopy of my:

o Driving Licence o Passport o Birth Certificate o Other

Data Subject Declaration

I certify that, to the best of my knowledge, the information I have provided in this form is correct.

I understand that the school is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request.

Print Name: _____

Signed: _____

Date: _____

OR

Authorised person Declaration

I confirm that I am legally authorised to act on behalf of the Data Subject.

I understand that the Nursery is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request.

Print Name: _____

Signed: _____

Date: _____

The information you have provided in this form will be kept confidential and kept for as long as necessary in accordance with our data retention schedule and will be disposed of in a safe and secure manner.

Office Use		**SAR Reference No**	
Actioned By		Date Form Received	
ID Checked Date		Agreed Response date	
Information requested confirmed Date		Date Responded	

Notes	Added to SAR Log Y / N

Gemma Farrar 14.9.2026

Review 14.9.2027

The Meadows
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