

Handling Requests for Personal Data – University of Nottingham Staff Guide

The Data Protection Act 1998 provides for the rights of individuals and the responsibilities of organisations in the handling of personal data. The University of Nottingham is committed to ensuring that the personal information of its students and staff is:

- fairly and lawfully processed;
- processed for limited purposes;
- adequate, relevant, and not excessive;
- accurate and up to date;
- not kept longer than is necessary;
- processed in line with the rights of data subjects;
- kept safe from unauthorised access, accidental loss or destruction;

The University of Nottingham aims to comply fully with its obligations under the Act and to ensure that the service it provides for those wishing to gain access to information is simple, efficient, and effective.

Making Requests

To access the personal information held on them by the University, individuals should submit a Subject Access Request. They can do this using our Subject Access Request form available from:

www.nottingham.ac.uk/staff/dpa

Applicants must include proof of your identity – such as a photocopy of their passport, driving licence, or birth certificate.

Time to Respond

The University must respond to Subject Access Requests within forty days by confirming the information requested is not held or providing the information requested.

Right to Prevent Processing of Personal Data

The Data Protection Act gives individuals the right to require the University to cease, or not to begin, processing their personal data where processing is likely to cause damage or distress or processing is for the purposes of direct marketing. Individuals wishing to exercise these rights must make their request in writing (letter or email) to the University. If you receive a request to prevent the processing of personal data, please contact us for advice.

Electronic Storage of Personal Data

Staff must exercise particular caution in the use of laptops and mobile devices used for storing personal data and, where possible, the use of such devices for this purpose should be avoided. If you have any enquiries regarding the use of such devices, in the first instance please speak to your line manager or Information Services.

Information Services produce guidance on the encryption and backup of data held on laptops and mobile devices. The full guidance is available from:

www.nottingham.ac.uk/is/support/knowledgebase/guides

Data Controller Registration

The University of Nottingham is registered as a data controller with the Information Commissioner's Office. The University's registration number is Z5654762 and our registration may be viewed at:

www.ico.gov.uk

Separate registrations exist for the Trustees of the University of Nottingham Contributory Pension & Assurance Scheme and the University of Nottingham Students' Union.

Please contact us with any enquiries relating to the University's registration.

Release of Personal Data to a Third Party

In most cases, personal data should not be released to a third party; this includes disclosure to family and friends of the data subject. Where a third party request for personal data is received, this is usually a student's family seeking information on the student such as contact details, academic progress, exam results, etc. In such cases, the third party should be advised that no personal data of any student can be released without their consent. If the requester is insistent, please contact us for advice.

In cases where the request relates to a more urgent situation, disclosure may be permitted. However, this would be in extreme situations only – such as a immediate danger to the student. In the event of an urgent request for personal data, in the first instance please speak to your line manager or School/Department administrator.

Fees

An administration fee of £10 is charged for anyone wanting to make a Subject Access Request. Payment must be included with the completed Request form and Subject Access Requests will not be processed until payment has been received. This payment is non-refundable. Cheques may be made payable to "University of Nottingham".

Complaints

The University has a complaints procedure for any applicants unhappy with the way their request is handled. Full details are available in our *Data Protection Complaints – Information Sheet*. Any complaints should be addressed to Academic Services Division in the first instance and must be made within forty days of our original response. Applicants who go through the University's complaints procedure but are still not satisfied with the handling of their request may appeal to the Information Commissioner's Office. The Information Commissioner's Office is the UK's independent authority set up to promote access to official information and to protect personal information. Further details are available from their website at www.ico.gov.uk

Further Advice

If you need further advice regarding requests for personal data, in the first instance please speak to your School Manager/Office Manager or equivalent. You can also contact the Governance and Logistics Team in the Academic Services Division for more specific advice on making Subject Access Requests, data controller registration, etc. The University's Data Protection Manual of Office Procedures is available for staff needing detailed advice on handling requests for information.

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data-protection@nottingham.ac.uk

<http://www.nottingham.ac.uk/academicservices/policies/data-protection/data.aspx>