



Data Protection Policy



Policy	Data Protection Policy
Date of review	January 2022
Date of next review	January 2024
Lead professional	Chief Operating Officer
Status	Statutory

1. Aims

Our trust aims to ensure that all personal data collected about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the [General Data Protection Regulation \(GDPR\)](#) and the provisions of the Data Protection Act 2018 (DPA 2018).

This policy applies to all personal data, regardless of whether it is in paper or electronic format.

“Personal Data” means data which relates to a living individual who can be identified:

- 1.1. From the data
- 1.2. From the data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person, in respect of the individual

2. Legislation and guidance

This policy meets the requirements of the GDPR and the provisions of the DPA 2018. It is based on guidance published by the Information Commissioner’s Office (ICO) on the [GDPR](#) and the ICO’s code of practice for subject access requests.

It meets the requirements of the [Protection of Freedoms Act 2012](#) when referring to our use of biometric data.

It also reflects the ICO’s code of practice for the use of surveillance cameras and personal information.

In addition, this policy complies with our funding agreement and Articles of Association.

It aims to comply with any other relevant guidance from relevant sources, e.g. the Diocese of Leeds, DfE publications.

3. Definitions

Term	Definition
<p>Personal data</p>	<p>Any information relating to an identified, or identifiable, individual.</p> <p>This may include the individual's:</p> <ul style="list-style-type: none"> • Name (including initials) • Identification number • Location data • Online identifier, such as a username <p>It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity.</p>
<p>Special categories of personal data</p>	<p>Personal data which is more sensitive and so needs more protection, including information about an individual's:</p> <ul style="list-style-type: none"> • Racial or ethnic origin • Political opinions • Religious or philosophical beliefs • Trade union membership • Genetics • Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes • Health - physical or mental • Sex life or sexual orientation
<p>Processing</p>	<p>Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying.</p> <p>Processing can be automated or manual.</p>
<p>Data subject</p>	<p>The identified or identifiable individual whose personal data is held or processed.</p>

Data controller	A person or organisation that determines the purposes and the means of processing of personal data.
Data processor	A person or other body, other than an employee of the data controller, who processes personal data on behalf of the data controller.
Personal data breach	A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data.

4. The data controller

Our trust processes personal data relating to parents, pupils, staff, governors, visitors and others, and therefore is a data controller.

The trust is registered as a data controller with the ICO and will renew this registration annually or as otherwise legally required.

5. Roles and responsibilities

This policy applies to **all staff** employed by our trust, and to external organisations or individuals working on our behalf. Staff who do not comply with this policy may face disciplinary action.

The Board of Directors (i.e. governing board)

- 5.1. The governing board has overall responsibility for ensuring that our trust complies with all relevant data protection obligations. The DPO will produce a bi-annual report for the Board of Directors on this.

Data Protection Officer

- 5.2. The Data Protection Officer (DPO) is responsible for overseeing the implementation of this policy, monitoring our compliance with data protection law, and developing related policies and guidelines where applicable.

They will provide an annual report of their activities directly to the governing board and, where relevant, report to the board their advice and recommendations on trust data protection issues.

The DPO is also the first point of contact for individuals whose data the trust processes, and for the ICO.

Full details of the DPO's responsibilities are set out in their job description.

Our DPO is **Mr Peter Knight** and is contactable via dataprotection@TrinityMAT.org.

Principal

5.3. The Principal acts as the representative of the data controller on a day-to-day basis.

All staff

Staff are responsible for:

- Collecting, storing and processing any personal data in accordance with this policy
- Informing the trust of any changes to their personal data, such as a change of address
- Contacting the DPO in the following circumstances:
 - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
 - If they have any concerns that this policy is not being followed
 - If they are unsure whether or not they have a lawful basis to use personal data in a particular way
 - If they need to rely on or capture consent, draft a privacy notice, deal with data protection rights invoked by an individual, or transfer personal data outside the European Economic Area
 - If there has been a data breach
 - Whenever they are engaging in a new activity that may affect the privacy rights of individuals
 - If they need help with any contracts or sharing personal data with third parties

6. Data protection principles

The GDPR is based on data protection principles that our trust must comply with.

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

This policy sets out how the trust aims to comply with these principles.

7. Collecting personal data

Lawfulness, fairness and transparency

7.1. We will only process personal data where we have one of six 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that the trust can **fulfil a contract** with the individual, or the individual has asked the trust to take specific steps before entering into a contract
- The data needs to be processed so that the trust can **comply with a legal obligation**
- The data needs to be processed to ensure the **vital interests** of the individual, e.g. to protect someone's life
- The data needs to be processed so that the trust, as a public authority, can perform a task **in the public interest**, and carry out its official functions
- The data needs to be processed for the **legitimate interests** of the trust or a third party (provided the individual's rights and freedoms are not overridden)
- The individual (or their parent/carer when appropriate in the case of a pupil) has freely given clear **consent**

For special categories of personal data, we will also meet one of the special category conditions for processing which are set out in the GDPR and Data Protection Act 2018.

If we offer online services to pupils, such as classroom apps, and we intend to rely on consent as a basis for processing, we will get parental consent where the pupil is under 13 (except for online counselling and preventive services).

Whenever we first collect personal data directly from individuals, we will provide them with the relevant information required by data protection law.

Limitation, minimisation and accuracy

7.2. We will only collect personal data for specified, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data. If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so, and seek consent where necessary. Staff must only process personal data where it is necessary in order to do their jobs. When staff no longer need the personal data they hold, they must ensure it is deleted or anonymised. This will be done in accordance with the trust's Records Management Policy.

8. Sharing personal data

We will not normally share personal data with anyone else, but may do so where:

- There is an issue with a pupil or parent/carer that puts the safety of our staff at risk
- We need to liaise with other agencies - we will seek consent as necessary before doing this
- Our suppliers or contractors need data to enable us to provide services to our staff and pupils - for example, IT companies

When doing this, we will:

- Only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law
- Establish a data sharing agreement with the supplier or contractor, either in the contract or as a standalone agreement, to ensure the fair and lawful processing of any personal data we share
- Only share data that the supplier or contractor needs to carry out their service, and information necessary to keep them safe while working with us

We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings
- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes, as long as personal data is sufficiently anonymised or consent has been provided

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our pupils or staff.

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

9. Subject access requests and other rights of individuals

Subject access requests

- 9.1. Individuals have a right to make a 'subject access request' to gain access to personal information that the trust holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this is not possible, the criteria used to determine this period
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual

Subject access requests should include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

A Subject Access Request form is available in **Appendix B**.

If staff receive a subject access request they must immediately forward it to the DPO.

Children and subject access requests

- 9.2. Personal data about a child belongs to that child, and not the child's parents or carers. For a parent or carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request, or have given their consent. Children aged 12 and above are generally regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of a student aged 12 and above at our trust may not be granted without the express permission of the student. This is not a rule and a student's ability to understand their rights will always be judged on a case-by-case basis.

Responding to subject access requests

- 9.3. When responding to requests, we:
- May ask the individual to provide two forms of identification

- May contact the individual via phone to confirm the request was made
- Will respond without delay and within one month of receipt of the request
- Will provide the information free of charge
- May tell the individual we will comply within three months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within one month, and explain why the extension is necessary
- Might cause serious harm to the physical or mental health of the student or another individual
- Would reveal that the child is at risk of abuse, where the disclosure of that information would not be in the child's best interests
- Is contained in adoption or parental order records
- Is given to a court in proceedings concerning the child

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee which takes into account administrative costs, see **Appendix C** for further information.

A request will be deemed to be unfounded or excessive if it is repetitive, or asks for further copies of the same information.

When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the ICO.

Other data protection rights of the individual

9.4. In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data, or object to the processing of it (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Challenge processing which has been justified on the basis of public interest
- Request a copy of agreements under which their personal data is transferred outside of the European Economic Area
- Object to decisions based solely on automated decision making or profiling (decisions taken with no human involvement, that might negatively affect them)
- Prevent processing that is likely to cause damage or distress
- Be notified of a data breach in certain circumstances

- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Individuals should submit any request to exercise these rights to the DPO. If staff receive such a request, they must immediately forward it to the DPO.

10. Biometric recognition systems

Where we use students' biometric data as part of an automated biometric recognition system (for example, pupils use fingerprints to receive trust dinners instead of paying with cash), we will comply with the requirements of the [Protection of Freedoms Act 2012](#).

Parents/carers will be notified before any biometric recognition system is put in place or before their child first takes part in it. The trust will get written consent from at least one parent or carer before we take any biometric data from their child and first process it.

Parents/carers and students have the right to choose not to use the trust's biometric system(s). We will provide alternative means of accessing the relevant services for those pupils. For example, pupils may bring a packed lunch as part of the catering options.

Parents/carers and pupils can object to participation in the trust's biometric recognition system(s), or withdraw consent at any time, and we will make sure that any relevant data already captured is deleted.

As required by law, if a student refuses to participate in, or continue to participate in, the processing of their biometric data, we will not process that data irrespective of any consent given by the student's parent(s)/carer(s).

Where staff members or other adults use the trust's biometric system(s), we will also obtain their consent before they first take part in it, and provide alternative means of accessing the relevant service if they object. Staff and other adults can also withdraw consent at any time, and the trust will delete any relevant data already captured.

11. CCTV

We use CCTV in various locations around the trust site(s) to ensure it remains safe. We will adhere to the ICO's code of practice for the use of CCTV.

We do not need to ask individuals' permission to use CCTV, but we make it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining that CCTV is in use.

Any enquiries about the CCTV system should be directed to the **Director of Estates and Facilities** for Trinity MAT, **Simon Hartley** via email: SHartley@trinitymat.org.

12. Photographs and videos

As part of our trust activities, we may take photographs and record images of individuals within our trust.

We will obtain written consent from parents/carers, or students aged 18 and over, for photographs and videos to be taken of students for communication, marketing and promotional materials.

Where we need parental consent, we will clearly explain how the photograph and/or video will be used to both the parent/carer and student. Where we do not need parental consent, we will clearly explain to the student how the photograph and/or video will be used.

Uses may include:

- Within the trust on noticeboards and in trust magazines, brochures, newsletters, etc
- Outside of the trust by external agencies such as the trust/academy photographer, newspapers, campaigns
- Online on our trust/academy websites or social media pages

Consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the photograph or video and not distribute it further.

When using photographs and videos in this way we will not accompany them with any other personal information about the child, to ensure they cannot be identified.

13. Data protection by design and default

We will put measures in place to show that we have integrated data protection into all of our data processing activities, including:

- Appointing a suitably qualified DPO, and ensuring they have the necessary resources to fulfil their duties and maintain their expert knowledge
- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Completing privacy impact assessments where the trust's processing of personal data presents a high risk to rights and freedoms of individuals, and when introducing new technologies (the DPO will advise on this process)
- Integrating data protection into internal documents including this policy, any related policies and privacy notices

- Regularly training members of staff on data protection law, this policy, any related policies and any other data protection matters; we will also keep a record of attendance
- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Maintaining records of our processing activities

This includes:

- For the benefit of data subjects, making available the name and contact details of our trust and DPO and all information we are required to share about how we use and process their personal data (via our privacy notices)
- For all personal data that we hold, maintaining an internal record of the type of data, data subject, how and why we are using the data, any third party recipients, how and why we are storing the data, retention periods and how we are keeping the data secure

14. Data security and storage of records

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or damage.

In particular:

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data are kept under lock and key when not in use
- Papers containing confidential personal data must not be left on office and classroom desks, on staffroom tables, pinned to notice/display boards, or left anywhere else where there is general access
- Where personal information needs to be taken off site, staff must sign it in and out from the trust office
- Passwords that are at least 8 characters long containing letters and numbers are used to access trust computers, laptops and other electronic devices (with the exception of primary academies where a lower standard is applied to primary “pupil” logons to facilitate use). Staff and students will be required to change their passwords at regular intervals at least every term. All devices will be subject to automatic lockout if not being used
- Encryption software will be in place in all academies by December 2018 and will be used to protect all portable devices and removable media, such as laptops and USB devices

- Staff, students or governors who store personal information on their personal devices are expected to follow the same security procedures as for trust-owned equipment (see our Acceptable Use of ICT (staff) Policy and Bring Your Own Device Policy)
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8)

15. Disposal of records

Personal data that is no longer needed will be disposed of securely and in a timely manner in accordance with the trust Records Management Policy. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.

For example, we will shred or incinerate paper-based records, and overwrite or delete electronic files. We may also use a third party to safely dispose of records on the trust's behalf. If we do so, we will require the third party to provide sufficient guarantees that it complies with data protection law.

16. Personal data breaches

The trust will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, we will follow the procedure set out in **Appendix A**.

When appropriate, we will report the data breach to the ICO within 72 hours. Such breaches in a trust context may include, but are not limited to:

- A non-anonymised dataset being published on the trust website which shows the exam results of pupils eligible for the pupil premium
- Safeguarding information being made available to an unauthorised person
- The theft of a trust laptop containing non-encrypted personal data about students

17. Training

All staff and governors are provided with data protection training as part of their induction process.

Data protection will also form part of continuing professional development, where changes to legislation, guidance or the trust's processes make it necessary.

18. Monitoring arrangements

The DPO is responsible for monitoring and reviewing this policy.

This policy will be reviewed and updated at least **every 2 years** and shared with the full governing board.

19. Links with other policies

This data protection policy is linked to our:

- Acceptable Use of ICT (staff) Policy
- Bring Your Own Device Policy
- Records Management Policy
- Freedom of Information Policy
- Safeguarding Policy
- Remote Learning Policy and Safeguarding

Personal data breach procedure

This procedure is based on [guidance on personal data breaches](#) produced by the ICO.

On finding or causing a breach, or potential breach, the staff member or data processor must immediately notify the DPO

The DPO will investigate the report, and determine whether a breach has occurred. To decide, the DPO will consider whether personal data has been accidentally or unlawfully:

- Lost
- Stolen
- Destroyed
- Altered
- Disclosed or made available where it should not have been
- Made available to unauthorised people

The DPO will alert the Principal, the CEO and the Chair of Governors as appropriate.

The DPO will make all reasonable efforts to contain and minimise the impact of the breach, assisted by relevant staff members or data processors where necessary (actions relevant to specific data types are set out at the end of this procedure).

The DPO will assess the potential consequences, based on how serious they are, and how likely they are to happen.

The DPO will work out whether the breach must be reported to the ICO. This must be judged on a case-by-case basis. To decide, the DPO will consider whether the breach is likely to negatively affect people's rights and freedoms, and cause them any physical, material or non-material damage (e.g. emotional distress), including through:

- Loss of control over their data
- Discrimination
- Identify theft or fraud
- Financial loss
- Unauthorised reversal of pseudonymisation (for example, key-coding)
- Damage to reputation
- Loss of confidentiality
- Any other significant economic or social disadvantage to the individual(s) concerned

If it is likely that there will be a risk to people's rights and freedoms, the DPO must notify the ICO.

The DPO will document the decision (either way) in case it is challenged at a later date by the ICO or an individual affected by the breach. Documented decisions are stored on the trust's computer system.

Where the ICO must be notified, the DPO will do this via the ['report a breach' page of the ICO website](#) within 72 hours. As required, the DPO will set out:

- A description of the nature of the personal data breach including, where possible:
 - The categories and approximate number of individuals concerned
 - The categories and approximate number of personal data records concerned
- The name and contact details of the DPO
- A description of the likely consequences of the personal data breach
- A description of the measures that have been, or will be taken, to deal with the breach and mitigate any possible adverse effects on the individual(s) concerned

If all the above details are not yet known, the DPO will report as much as they can within 72 hours. The report will explain that there is a delay, the reasons why, and when the DPO expects to have further information. The DPO will submit the remaining information as soon as possible.

The DPO will also assess the risk to individuals, again based on the severity and likelihood of potential or actual impact. If the risk is high, the DPO will promptly inform, in writing, all individuals whose personal data has been breached. This notification will set out:

- The name and contact details of the DPO
- A description of the likely consequences of the personal data breach
- A description of the measures that have been, or will be, taken to deal with the data breach and mitigate any possible adverse effects on the individual(s) concerned

The DPO will notify any relevant third parties who can help mitigate the loss to individuals - for example, the police, insurers, banks or credit card companies.

The DPO will document each breach, irrespective of whether it is reported to the ICO. For each breach, this record will include the:

- Facts and cause
- Effects
- Action taken to contain it and ensure it does not happen again (such as establishing more robust processes or providing further training for individuals)

Records of all breaches will be stored on the trust's computer system.

The DPO, Principal and CEO will meet to review what happened and how it can be prevented from happening again. This meeting will happen as soon as reasonably possible.

Actions to minimise the impact of data breaches

We will take the actions set out below to mitigate the impact of different types of data breach, focusing especially on breaches involving particularly risky or sensitive information. We will review the effectiveness of these actions and amend them as necessary after any data breach.

- a. Sensitive information being disclosed via email (including safeguarding records)
 - If special category data (sensitive information) is accidentally made available via email to unauthorised individuals, the sender must attempt to recall the email as soon as they become aware of the error
 - Members of staff who receive personal data sent in error must alert the sender and the DPO as soon as they become aware of the error
 - If the sender is unavailable or cannot recall the email for any reason, the DPO will ask the ICT department to recall it
 - In any cases where the recall is unsuccessful, the DPO will contact the relevant unauthorised individuals who received the email, explain that the information was sent in error, and request that those individuals delete the information and do not share, publish, save or replicate it in any way
 - The DPO will ensure we receive a written response from all the individuals who received the data, confirming that they have complied with this request
 - The DPO will carry out an internet search to check that the information has not been made public; if it has, we will contact the publisher/website owner or administrator to request that the information is removed from their website and deleted
- b. Details of pupil premium interventions for named children being published on the trust website
 - The DPO will contact the website owner or administrator for the relevant academy where the pupil attends to request that the information is removed from their website
- c. A trust laptop containing non-encrypted sensitive personal data being stolen or hacked
 - The DPO will contact relevant authorities (e.g. the police, software companies, companies who process data on the trust's behalf) to attempt to retrieve the information or delete it. The DPO will contact the ICO and individual(s) affected
- d. The trust's cashless payment provider being hacked and parents' financial details stolen
 - The DPO will contact relevant authorities (e.g. the police, software companies, companies who process data on the trust's behalf) to attempt to retrieve the information or delete it. The DPO will contact the ICO and individual(s) affected.

Subject Access Request Form

Date: _____

Academy/Organisation: _____

Re: Subject Access Request

Dear Data Protection Officer for Trinity Multi-Academy Trust

Please provide me with the information about me that I am entitled to under the General Data Protection Regulation and Data Protection Act 2018. This is so I can be aware of the information you are processing about me, and verify the lawfulness of the processing.

Here is the necessary information:

Full Name	
Relationship with the academy/trust	
Correspondence address	
Postcode	
Contact number	
Email address	
Details of the information requested	<p><i>Insert details in the box below of the information you want that will help us to locate the specific information. Please be as precise as possible, for example:</i></p> <ul style="list-style-type: none"> • Your personnel file • Your child’s medical records • Your child’s behaviour record, held by [insert class teacher] • Emails between ‘A’ and ‘B’ between [date]
Please provide me with:	

If you need any more information from me, please let me know as soon as possible.

Please bear in mind that under the GDPR, in most circumstances, you cannot charge a fee to provide this information to me, and in most cases, you must supply me with the information within one month.

Yours sincerely

Declaration [\[complete section \(a\) and either section \(b\) or \(c\)\]](#)

Section (a) (please tick)

I am providing proof of identity through:

- My driving license
- Passport
- Birth or marriage certificate
- Benefit book

and confirmation of my current permanent home address is provided through:

- The same document
- A current utility bill in the same name as my birth/marriage certificate

And either section (b) I confirm that I am the Data Subject

Signed _____

Date _____

Or section (c) I confirm that that I am acting on behalf of the data subject and have submitted proof of my authority to do so.

Signed _____

Date _____

Full Name	
Address	
Postcode	
Date of birth	
Telephone Number	

Subject Access Request charges or decline to disclose

Whilst Subject Access Requests is a right of data subject and these are normally free of charge, the Information Commissioner's Office guidance does set out some parameters where requests are manifestly unfounded (Figure 1) or excessive (Figure 2) an organisation can charge a reasonable fee.

The process for providing a Subject Access Request once it has been received from the requestor is as follows:

- A search is conducted across physical and electronic systems to assess the scale of material recorded
- An assessment of hours of work is undertaken to collate, assess and redact all the material
- The assessment of work is then reviewed and if over 10 hours of work a calculation is undertaken for the additional hours (number of additional hours times £25 per hour) to create the reasonable fee
- The requestor is advised and asked if they wish to refine their search parameters, which will then be reassessed
- Provided either the revised assessment is below the 10 hours threshold, or the requestor is happy to pay the reasonable fee then the Subject Access Request will be processed
- Noting if the assessment of the request is manifestly unfounded then the trust reserves the right to not provide the Subject Access Request to the requestor

Information Commissioner's Office Guidance - A request may be manifestly unfounded if:

- The individual clearly has no intention to exercise their right of access. For example, an individual makes a request, but then offers to withdraw it in return for some form of benefit from the organisation, or
- The request is malicious in intent and is being used to harass an organisation with no real purpose other than to cause disruption. For example, the individual:
 - Explicitly states, in the request itself or in other communications, that they intend to cause disruption
 - Makes unsubstantiated accusations against you or specific employees which are clearly prompted by malice
 - Targets a particular employee against whom they have some personal grudge, or
 - Systematically sends different requests to you as part of a campaign, e.g. once a week, with the intention of causing disruption

This is not a simple tick list exercise that automatically means a request is manifestly unfounded. You must consider a request in the context in which it is made. If the individual genuinely wants to exercise their rights, it is unlikely that the request is manifestly unfounded.

Whilst aggressive or abusive language is not acceptable, the use of such language does not necessarily make a request manifestly unfounded.

Figure 1

Information Commissioner's Office guidance - What does manifestly excessive mean?

To determine whether a request is manifestly excessive you need to consider whether it is clearly or obviously unreasonable. You should base this on whether the request is proportionate when balanced with the burden or costs involved in dealing with the request.

This will mean taking into account all the circumstances of the request, including:

- The nature of the requested information
- The context of the request, and the relationship between you and the individual
- Whether a refusal to provide the information or even acknowledge if you hold it may cause substantive damage to the individual
- Your available resources
- Whether the request largely repeats previous requests and a reasonable interval has not elapsed, or
- Whether it overlaps with other requests (although if it relates to a completely separate set of information it is unlikely to be excessive)

A request is not necessarily excessive just because the individual requests a large amount of information. As stated above, you must consider all the circumstances of the request. You should also consider asking the individual for more information to help you locate the information they want and whether you can make reasonable searches for the information. Please see ['Can we clarify the request?'](#) and ['What efforts should we make to find information?'](#).

You should consider the following when deciding whether a reasonable interval has elapsed:

- The nature of the data - this could include whether it is particularly sensitive, and
- How often you alter the data - if it is unlikely that the information has changed between requests, you may decide you do not need to respond to the same request twice. However, if you have deleted information since the last request, you should inform the individual of this.

Figure 2