



FELLOWSHIP
FOR
BRITISH HAIRDRESSING
creative excellence

Data Protection Act Access Request Policy

Generally, you have the right to see what personal information we hold about you. You are entitled to be given a description of the information, what we use it for, who we might pass it onto and any information we might have about the source of the information. However, this right is subject to certain exemptions that are set out in the Data Protection Act. 5.

Where do I send my request for data access?

Requests for data access must be emailed to carol@fellowshiphair.com or sent by post to Carol Spencer, Data Protection Officer, Fellowship for British Hairdressing, Bloxham Mill, Barford Road, Bloxham, Banbury OX15 4FF

What do we do when we receive a subject access request?

We will first check that we have enough information to be sure of your identity. Often we will have no reason to doubt a person's identity, for example, if we have regularly corresponded with them. However, if we have good cause to doubt your identity we can ask you to provide any evidence we reasonably need to confirm your identity.

Third party requests.

If you request data about someone else, you must stipulate the basis under the Data Protection Act that you consider makes you entitled to the information.

We will check that we have enough information to find the records you requested. If we feel we need more information, then we will promptly ask you for this.

Once any queries around the information requested have been resolved a copy of the information held by The Fellowship will be sent to you, either by email or post – whichever you prefer.

Charge

There is no charge payable.

When will you receive a response from us?

We have 40 calendar days, starting from the date we received all the information necessary to identify you and the information requested, to answer you. We will either provide you with a data access notice detailing the information requested or an explanation about why we are unable to provide the information.

In many cases, it will be possible to respond in advance of the 40 calendar day target and we will aim to do so where possible.

What if you identify an error in our records?

If we agree that the information is inaccurate, we will correct it and where practicable, destroy the inaccurate information. We will consider informing any relevant third party of the correction.

If we do not agree or feel unable to decide whether the information is inaccurate, we will make a note of the alleged error and keep this on file.

What if you want the Fellowship to stop processing your data?

You can object to any element contained within the data access notice, i.e. you can object to the Fellowship processing your data altogether or to something in relation to a particular process.

You will need to send us written notice of your objection and we must then give you written notice within 21 days of receipt of your objection that either we have complied with your request, or intend to comply with it, or state the extent to which we will comply with it and why.

Our complaints procedure

If you are not satisfied by our actions, you can seek recourse through our internal complaints procedure and we will deal with any written complaint about the way a request has been handled and about what information has been disclosed.

Contact

Carol Spencer, Data Protection Office, Fellowship for British Hairdressing, Bloxham Mill, Barford Road, Bloxham, Banbury, OX15 4FF.

If you remain dissatisfied, you have the right to refer the matter to the Information Commissioners Office.

Website: <https://ico.org.uk> Tel: 0303 123 1113