



# Your Guide to Requesting Information

## Introduction

So far as is possible, St Mary's University wishes to provide its staff, students and other members of the public, with any information they need about the University. Under the terms of the Data Protection Act (1998) and the Freedom of Information Act (2000) individuals have rights in regard of obtaining information held by the University. You may make requests for information under the terms of either (or both) of these Acts, and appropriate application forms are attached.

Before completing an application form, please read the notes below to determine the nature of your request.

### Request for information relating to yourself

Under the terms of the Data Protection Act (1998) you are allowed to ask the University for any information held about you as an individual. For example, you may wish to see your staff or student file, your library borrowing record, etc. If you wish to make an enquiry about data that relates to yourself, then please complete the form titled 'Subject Access Request Form'. Please note that there will usually be a charge of £10 for this service and that the University will normally have 40 days to respond to your request.

### Request for information about the University

Under the terms of the Freedom of Information Act (2000) you are allowed to ask the University to provide you with any information about the University from February 2004. For example, you may wish to see the minutes of a particular meeting, or obtain statistical information relating to student or staff numbers. If you wish to make an enquiry about data that relates to the University, then please complete the form titled 'Request For Information'. Please note:

- (i) Where the information you request is already published in some form by the University (or some other related body) then we will provide you with guidance on how to find this information rather than the information itself.
- (ii) You cannot use a request of this sort to obtain personal information relating to yourself (which can be done through the Subject Access process described above) or, usually, to any other third party.

- (iii) There may be a charge for this service that will reflect the administrative costs of providing the information you request, and the University will usually have 20 days to respond to your request following receipt of the relevant fee. We will make every effort to determine the search fee as quickly as possible.
- (iv) We will make all reasonable efforts to locate the information you require, but we may need to ask you to provide more detail if your original application does not allow us to identify exactly what you want (only once your request is clear will the 20 days response time commence).
- (v) You should be careful to ask for everything that you need: any later requests that you make will attract additional fees.
- (vi) Both the Freedom of Information Act (2000) and the Data Protection Act (1998) provide some limits to your access to information. You should note that the University reserves the right to withhold information in some cases. For example, we will not provide information of a commercially sensitive nature, nor shall we provide information relating to third parties where there is no consent for such disclosure.
- (vii) We will not usually provide statistical information analysed to any greater level of detail than is normally provided for use within the University.
- (viii) If the information you request is held/published by some other Public Authority then we will make every effort to advise you on how to contact the relevant Authority.

### Making a request for information

Once you have decided the type of enquiry you are making, please complete the appropriate application form and return it to the Clerk to Governors at the address shown. Please provide full contact details so that we may contact you quickly should we need to clarify the nature of your enquiry.



## Subject Access Request Form

**1 Details of the person requesting information**

Full name .....

Address .....

.....

Telephone no ..... Fax no .....

Email ..... Mobile no .....

**2 Are you the data subject?**

Yes If you are the data subject please supply evidence of your identity, ie library card, driving licence, birth certificate (or photocopy) and if necessary, a stamped addressed envelope for returning the document ([please go to question 5](#)).

No If you are acting on behalf of the Data Subject with their written authority, that authority must be enclosed ([please complete question 3 and 4](#))

**3 Details of the Data Subject (if different to 1)**

Full name .....

Address .....

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Telephone no ..... Fax no .....

Email ..... Mobile no .....

**4 Please describe your relationship with the Data Subject that leads you to make this request for information on their behalf.**

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**5 If you wish to see only certain specific document(s), for example a particular examination report, a specific departmental file, etc, please describe below:**

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**6 If you would like a more general search, please note that the University will normally automatically search the following sections for personal data:**

Registry, Library, Student Services, Finance, Personnel and any programme area in which you have studied or worked as applicable. Please state below any other sections/departments that you have been in contact with which you would like to be searched for relevant data.

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**7 If CCTV search required, please specify date(s), time(s) and location(s):**

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**8 Declaration**

I, ..... certify that the information given on this application form to St Mary's University is true. I understand that it is necessary for the University to confirm my/Data Subjects identity and it may be necessary to obtain more detailed information in order to locate the correct information.

Signed ..... Date .....

Please return the completed form to:

The Clerk to Governors, St Mary's University, Waldegrave Road, Strawberry Hill, Twickenham, TW1 4SX.

Documents which must accompany this application are:

- i Evidence of identity
- ii Evidence of the Data Subject's identity (if different from above)
- iii Evidence of the Data Subject's consent to disclose to a third party (if required as indicated above)
- iv Where appropriate, a fee of £10 (Cheques made payable to St Mary's University)
- v Stamped addressed envelope for return of proof identity/authority documents, where appropriate

Please note that the University reserves the right to obscure or suppress information that relates to third parties (under the terms of Section 7 of the Data Protection Act (1998)).

**9 Office use only:**

Request received: ..... Date completed: ..... Fee received .....

Notes .....  
.....  
.....

Confirmed .....  
(Signature)



**Request for Information**

**1 Your details**

Full name .....

Address .....

.....

Telephone no ..... Fax no .....

Email ..... Mobile no .....

\* information requested cannot be provided without these details.

**2 Description of the information you require**

Please provide a description of the information you would like St Mary's University to provide you with. If your request relates to specific document(s), please provide any details of the document you may have (eg, date of production, author, etc) and its likely location (eg, the relevant staff member, office or department). If your request is for statistical information, please describe this in as much detail as possible.

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NB St Mary's University reserves the right to ask for clarification of any request for information where it does not prove possible to identify the information needed from the original description provided.

**3 Format of information**

Where your request covers information that is already published by the University, we will provide you with directions on how to locate the appropriate information in its usual published format. If your request covers non-published information, usually we will give you the opportunity to view the results of your request by appointment with the Clerk to Governors. However, if you have special needs in relation to how you receive the information then please detail these below. (NB please note that the fee charged for your request will vary according to the costs of providing information in the necessary format.):

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 .....  
 .....  
 .....

**Previous information requests**

i If you have requested this information from some other relevant body (HESA, HEFCE), please provide details:

Date of request..... Organisation/Person approached .....

ii If you have previously asked for any information from the University, please provide details:

Date (approx) of request..... Information requested: .....

.....

**4 Declaration**

I, ....., certify that the information given on this form is true.

Signed ..... Date .....

**5 Notes**

- i Please note that fees are chargeable to cover the costs of any enquiry. The University reserves the right to withhold request results until the relevant fee has been paid.
- ii Where the University already publishes the information requested, enquirers will be directed to the public resource in which they may find the information they require.
- iii Although there is no limit to the scope of the information you may request, please note that the University reserves the right to refuse vexatious requests (under the terms of Section 14 of the Freedom of Information Act (2000)), to obscure or suppress information that relates to other third parties (under the terms of Principles 1, 6 and 7 of the Data Protection Act (1998)) and to not disclose information that is covered by relevant exemptions allowed by the Freedom of Information Act (2000) (eg, commercially sensitive information). If your request is refused, a full explanation will be provided.
- iv Please return the completed form to the Clerk to Governors, St Mary's University, Waldegrave Road, Strawberry Hill, Twickenham, TW1 4SX.

**6 Office use only:**

Request received: ..... Search fee: £ ..... Date fee set .....

Date fee received ...../...../..... Clarification requested...../...../..... Clarification received ...../...../.....  
(Please append relevant correspondence)

Notes (NB if request is refused, attach all relevant correspondence) .....  
.....  
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Date completed ...../...../..... Confirmed .....  
(Signature)