



Nudge Education Subject Access Request Policy

December 2025

Review Date: December 2026

Introduction

At Nudge Education we believe that everyone has the right to understand how their personal information is being used. This includes students, parents, carers, staff, commissioners, and partners.

This policy explains how you can ask us to share the personal data we hold about you, why these rights matter, and how we will respond. We aim to make this process clear and straightforward so that children, young people, and adults all feel confident in exercising their rights.

This policy is written in line with the **UK GDPR**, the **Data Protection Act 2018**, and the **Data Use and Access Act 2025 (DUAA)**. It should also be read alongside our wider **Data Protection and GDPR Policy (September 2025)** and our **Privacy Notices**.

What is a Subject Access Request?

A Subject Access Request (SAR) is simply a way of asking:

"What information does Nudge Education hold about me, and how is it being used?"

When you make a SAR, you have the right to:

- See the personal data we hold about you.
- Understand why we use it and how long we keep it.
- Know who we share it with, and whether it goes outside the UK.
- Ask us to correct mistakes or remove information if there is no good reason for us to keep it.

These rights apply to adults, and to young people who are considered mature enough to understand their own privacy rights. Parents and carers can make a request on behalf of a child where this is appropriate.

How to Make a Request

You can make a request in any of the following ways:

- By emailing **privacy@nudgeeducation.co.uk**
- By writing to us at:
Nudge Education, Sirius House, Amethyst Road, Newcastle Business Park,
Newcastle upon Tyne, NE4 7YL
- By phoning our Data Protection Officer, Brian Mair on **07958 440 937**

If you are a student or parent, you can also speak to your Nudge practitioner who will help you contact the right person.

We may ask you to confirm your identity so that we know we are sharing information with the right person. This could be a passport, driving licence, or another official document.

How We Handle Requests

Once we receive your request, here is what will happen:

1. **Acknowledgement** – We will confirm that we have received your request within a few days.
2. **Checking identity** – If needed, we will ask for proof of identity.
3. **Finding your data** – We will collect the information from our records, systems, and staff.
4. **Review and safeguarding** – We will check the data to make sure we do not release information about other people unless it is appropriate to do so.
5. **Response** – We will send you the information, usually within 30 days. If your request is complicated, we may take up to an extra 60 days, but we will always tell you if this is the case.

You will normally receive your data electronically, unless you ask for paper copies.

When We Might Say No

Sometimes, the law allows us not to share certain information. This includes situations where:

- Sharing the information would reveal details about another person, and we do not have their consent.
- The information is legally privileged (for example, linked to legal advice).
- The information relates to crime prevention or safeguarding where disclosure might cause harm.

If we cannot give you all the information, we will explain why.

Complaints and Appeals

If you are unhappy with how we handle your request, you can ask for a review by contacting **Information Commissioner's Office (ICO)** at www.ico.org.uk or by phoning 0303 123 1113.

Under the **Data Use and Access Act 2025**, you are encouraged to raise concerns with us first so we can put things right quickly.

Our Commitment

We believe that protecting your privacy is part of safeguarding. We want every child, young person, and adult connected with Nudge Education to feel safe and respected.

If you have any questions about this policy, or about your privacy rights, please contact our **Data Protection Officer, Brian Mair**, at privacy@nudgeeducation.co.uk.

Version	Date	Details of Change(s)	Approved By
1.1	5/12/2025	Implementation of 1.1 policy	Brian Mair