



Data protection

Subject Access Request form

Use this form to ask for a copy of the personal data TLG holds about you

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Document control

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Version history

Version 1.03 February 2026 Steve Baines (former DPO)	Previous TLG Subject Access Request Form (BS.DAT.SAR.01).
Version 2.0 October 2026 Tanya Taylor	Full rewrite: new TLG branding; DPO updated to Tanya Taylor; Swillington address removed; DUAA 2025 timings (relevant time, clarification pause, reasonable and proportionate searches); confirmed form is optional and requests can be verbal; new section for representatives, replacing the statement that requests from others cannot be accepted; indemnity wording replaced with a fair declaration; wording requiring requesters to narrow "all information" requests removed; proof of identity, delivery preference and school data guidance added; TLG use-only section aligned to the SAR Log.

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Important information

TLG (Transforming Learning Group) and its group companies collect, hold and process personal data about our employees, job applicants, customers, business contacts and others (“data subjects”). Under UK data protection law, including the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025, you have the right to:

- confirmation that we are processing your personal data;
- a copy of your personal data;
- information about how and why we use it, who we share it with, any transfers outside the UK, how long we keep it and where we got it from; and
- details of your other rights, including to have data corrected or deleted, to object to or restrict our use of it, to withdraw consent and to complain to the Information Commissioner’s Office (ICO).

Before you start

- You do not have to use this form. You can also ask us by email, letter, phone or in person. The form simply helps us find your information quickly.
- There is normally no fee. We may charge a reasonable fee, based on our administrative costs, only if a request is manifestly unfounded or excessive, or for further copies.
- We will respond within one calendar month. The month starts when we receive your request or, if we need it, proof of your identity. If your request is complex, or you have made several requests, we may extend this by up to two further months and will tell you why within the first month.
- We may ask you to clarify your request if we hold a large amount of information about you. The time limit is paused until you reply. We will carry out reasonable and proportionate searches.
- Making a request for someone else? You can, with their authority. Please complete Section 2 and send evidence that you are allowed to act for them.
- Is your request about pupil or school staff data? If the information is held by a school or trust that uses our services, please contact the school or trust directly, as they are responsible for it. If you send it to us, we will pass it on to them.

How to send your request

Method	Details
Email (preferred)	tanya.taylor@tlg.co.uk – subject line “Subject Access Request”
Post	Tanya Taylor, Data Protection Officer, TLG, Unit 1F, Network Point, Range Road, Witney, Oxfordshire, OX29 0YN. Please mark the envelope “Private and Confidential”.



We will acknowledge your request, normally within 3 working days. Our Website Privacy Policy and Privacy Notices explain more about how we use personal data.

Section 1 About you (the data subject)

The person whose personal data is being requested.

Your details	
Title	
Forename(s) *	
Surname *	
Any previous names If you were known by another name when dealing with us	
Current address *	
Telephone number	
Email address *	
Your relationship with TLG	
How do you know us? * Tick all that apply	☐ Current employee or worker ☐ Former employee or worker ☐ Job applicant ☐ Contractor ☐ Customer contact (school, trust or business) ☐ Individual customer ☐ Supplier ☐ Website user / enquirer ☐ Other (please describe)
Which TLG business(es) have you dealt with? e.g. TLG TurnITon, SalamanderSoft, TLG EduFin, School ICT, Locker, GDPR Sentry, SBM Services, Vital York	
If a current or former employee: employee number and approximate dates of employment	
Any other references to help us find your data e.g. customer account number, support ticket number, your organisation's name	

Section 2 Requests made on someone else's behalf

Only complete this section if you are making the request for another person, for example as their solicitor, relative, attorney or parent.

Are you the data subject?	
I am making this request *	☐ For myself (go to Section 3) ☐ On behalf of someone else
Representative's details	
Full name	
Organisation (if applicable)	
Address	
Telephone and email	
Your relationship to the data subject	
Evidence of authority enclosed Tick all that apply	☐ Signed letter of authority from the data subject ☐ Lasting or enduring power of attorney ☐ Court of Protection order ☐ Evidence of parental responsibility (for a child) ☐ Other (please describe)

For requests about a child, the right of access belongs to the child. If the child is mature enough to understand their rights, we may need to speak to them or ask for their agreement.

Section 3 The information you are requesting

Please tell us what information you would like. You are entitled to request all the personal data we hold about you. Giving us more detail, such as dates, names or the type of record, will help us respond more quickly.

Your request	
Description of the information you want * e.g. "all personal data about me", or "emails between me and my line manager about my flexible working request"	

Time period From – to (if known)	
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Types of record Tick any that apply (optional)	☐ HR or personnel file ☐ Recruitment records ☐ Emails and messages ☐ Call recordings ☐ CCTV footage ☐ Support tickets ☐ Finance or payment records ☐ Marketing records ☐ Other (please describe)
People, teams or departments likely to hold the information	
For CCTV: date, time and location, and a description or photo of yourself	

Section 4 Proof of identity

We need to make sure we only give personal data to the person entitled to it.

If you are a current employee writing from your work email, or we can otherwise confirm who you are, we will not normally need further identification. Otherwise, please send a copy of one item from each list. Please do not send original documents.

Identification enclosed	
Photo ID One of	☐ Passport ☐ Photocard driving licence ☐ National identity card ☐ Other photo ID (please describe)
Proof of address Dated within the last 3 months – one of	☐ Utility bill ☐ Bank or building society statement ☐ Council tax bill ☐ Other official letter

If we need identification, the one-month time limit starts when we receive it. We only use copies of identity documents to confirm your identity, keep them securely and delete them once your identity has been confirmed.

Section 5 How you would like to receive your information

Delivery preference	
Format *	☐ Electronic (secure download link) ☐ Paper copy

Delivery *	☐ Secure link to the email address in Section 1 ☐ Special Delivery to the address in Section 1 ☐ Collect in person (photo ID required) ☐ Send to my representative (Section 2)
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For your security, we send electronic responses using an encrypted, password-protected link, with the password sent separately. We never send responses through public file-sharing services or on unencrypted media.

Section 6 Declaration

Data subject: I confirm that I am the data subject named in Section 1 and that the information I have given in this form is true and accurate. I understand that TLG may need to contact me for proof of identity or to clarify my request.

Data subject's signature	
Name *	
Signature *	
Date * DD/MM/YYYY	

Representative (if applicable): I confirm that I am authorised to act on behalf of the data subject named in Section 1, that I have enclosed evidence of my authority, and that the information I have given is true and accurate.

Representative's signature	
Name	
Signature	
Date DD/MM/YYYY	

Knowingly or recklessly obtaining personal data without the consent of the controller can be a criminal offence under section 170 of the Data Protection Act 2018.

Section 7 For TLG use only

To be completed by the Data Protection Lead or DPO. Do not complete if you are making the request.

Request handling	
SAR Log reference	
Date request received	
Received by (name and TLG business)	
TLG role	☐ Controller ☐ Processor (refer to customer) If processor, customer notified on:
Identity / authority verified?	☐ Yes ☐ Not required ☐ Requested Method and date:
Relevant time (clock start) Latest of receipt, ID received or fee paid	
Clarification requested Dates paused and resumed	
Response due date	
Extension applied?	☐ No ☐ Yes – up to 2 months Date requester told and reason:
Exemptions applied / redactions	
Date response sent and method	
DPO approval (name and date)	