[Insert School/Trust Name and Logo]

Dear

**Subject Access Request (SAR)**

We have received a SAR on the [DATE RECEIVED] for [DATA SUBJECT]. In line with the Data Protection legislation, it is standard to provide a full response by the [DATE RECEIVED + 1 MONTH]. However, in this instance, we have identified this as a ‘complex’ request for the following reason(s):

* There are technical difficulties in retrieving the information (for example if data is electronically archived).
* We are having to apply an exemption that involves large volumes of particularly sensitive information.
* We are conducting specialist work to obtain the information or communicate it in an intelligible form.
* We are clarifying potential confidentiality issues around the disclosure of sensitive medical information to an authorised third party.
* We have to obtain specialist legal advice for this request.
* We have to search large volumes of unstructured manual records.  
    
  [Delete reasons as appropriate. You may need to slightly re-word or add a different reason if a relevant one exists as this list is not exhaustive. If you feel that it isn’t appropriate to state the reason due to the context of the request, please speak to us for further guidance.]

As a result of this, we will be extending the deadline by a further 2 months, giving us a final deadline of [DATE RECEIVED + 3 MONTHS]. We will endeavour to maintain open communication during that time and provide the data as soon as possible, but no later than the final deadline.

The information we will be providing will be:

* [List information, or outline request for clarity]

Unless you request otherwise, we will notify you once the information has been prepared and appropriate redactions made. Redactions may be made based on any relevant exemptions identified during the collation process. Exemptions are explained in the following ICO guidance: [Right of access | ICO](https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/right-of-access/)

If you have any questions about the progress of your request, wish to seek advice about your data, or make a complaint please contact our independent Data Protection Officer. This can be done by contacting SchoolPro TLC on [DPO@SchoolPro.uk](mailto:DPO@SchoolPro.uk).

You are also able to gain further support or make a complaint to the Information Commissioner’s Office at <https://ICO.org.uk>, although we would encourage you to speak to the Data Protection Officer in the first instance.

Regards,