Subject Access Requests

How to ask for a copy of your personal information
Guidance and optional request form

Version: 2.0 **Effective from:** 11/10/2026 **Next review:** 30/09/2027

1. Your right of access

You have the right to find out whether The Managers Training Company Ltd ("TMTC", "we", "us") holds personal information about you and, if we do, to receive a copy of it. This is called a **subject access request**. The right comes from Article 15 of the UK General Data Protection Regulation (UK GDPR).

As well as a copy of your information, you are entitled to know:

- why we are using it
- what types of information we hold
- who we have shared it with, or will share it with
- how long we will keep it
- where we got it from, if not from you
- your other rights, including the right to have information corrected or deleted, to restrict or object to how we use it, and to complain to the Information Commission (ICO)
- whether we make any automated decisions about you (we do not)
- how your information is protected if it is transferred outside the UK.

Much of this is already set out in our **Privacy Notice**, which is available on our website.

2. How to make a request

You can make a request in **any way you like**: by email, letter or phone, or in person. You do not need to use any particular words or mention the law, and you do not have to use our form. The form at the end of this document is there to help if you would like it.

	Contact details
Email	tracy-anne@themanagerstrainingcompany.co.uk
Telephone	01622 232000
Post	The Managers Training Company Ltd, Suite 106, 7-8 New Road Avenue, Rochester ME4 6BB

It helps us respond quickly if you tell us:

- your name and how to contact you
- how you know us, for example as a training participant, coaching client or Lead With Impact member, and roughly when
- what information you would like, if you are looking for something specific, and any relevant dates
- how you would like to receive it.

If you contact us through social media, we will ask for a more secure way to reply, because social media is not a safe place to share personal information.

3. Requests made on someone else's behalf

Someone else, such as a solicitor, relative or friend, can make a request for you. We will need to be satisfied that they have your permission, for example through a signed letter of authority or a power of attorney. We may contact you directly to confirm. We will not start work on the request, or release any information, until we have appropriate authority.

4. Confirming your identity

We only ask for proof of identity if we have a genuine doubt about who you are. If you already work with us and contact us from an email address we know, we will not usually need anything more.

If we do need to check, we will ask for the minimum necessary. That might mean confirming some details we already hold, or providing a copy of a document. We will delete copies of identity documents once we have checked them.

5. How long it will take

Stage	Timescale
Acknowledging your request	Within 7 working days
Responding in full	Within **one calendar month**. For example, a request received on 3 March should be answered by 3 April. If that date falls on a weekend or bank holiday, the deadline moves to the next working day.
If we need to confirm your identity	The month starts once we receive what we need
If we need to clarify your request	If we hold a large amount of information about you, we may ask you to narrow down what you need. The time limit pauses until you reply.
Complex or multiple requests	We can extend the deadline by up to **two further months**. If we do, we will tell you within the first month and explain why.

We will carry out **reasonable and proportionate searches** for your information, as the law requires.

6. Cost

Making a request is **free**. We may charge a reasonable fee, based on our administrative costs, only if you ask for further copies of information we have already sent you, or if a request is manifestly unfounded or excessive (see section 8). If we intend to charge, we will tell you before we start.

7. How you will receive your information

Unless you ask for another format, we will send your information electronically by secure email. The file will be password protected, and we will send the password separately. If you would prefer a printed copy by post, or another format, just let us know. There is no extra charge for this.

We will set the information out clearly and explain any abbreviations or codes.

8. When we may not provide some or all information

In some circumstances the law allows us to withhold information, or to refuse a request. For example:

- **Information about other people.** If information about you also identifies someone else, we may remove their details unless they agree to it being shared, or it is reasonable to share it without their agreement.
- **Legal advice** that is protected by legal professional privilege.
- **Confidential references** we have given about you.
- **Management planning or negotiations**, where releasing the information would harm our business.
- **Manifestly unfounded or excessive requests.** For example, a request made with no real intention of accessing information and only to cause disruption, or one that repeats a request we have recently answered. We will look at each request on its merits, and in these cases we may charge a reasonable fee or refuse.

If we withhold anything or refuse a request, we will tell you why (unless doing so would itself reveal the information being protected). We will also tell you about your right to complain to us, to complain to the Information Commission (ICO), and to apply to the courts.

9. Your other rights

You can use the same contact details, and the same timescales apply, if you want us to:

- correct information that is inaccurate or incomplete
- delete your information
- restrict how we use your information
- stop using your information, including for marketing.

Section 4 of the form can be used for these requests.

10. If you are unhappy

If you are unhappy with how we have handled your request, please tell us. Our **Complaints Policy** explains the process. We will acknowledge your complaint within 30 days (we aim to do so much sooner), look into it without undue delay, keep you informed, and tell you the outcome.

You can also complain at any time to the UK data protection regulator, the **Information Commission (ICO)**, previously the Information Commissioner's Office:

	Information Commission (ICO)
Website	ico.org.uk/make-a-complaint
Helpline	0303 123 1113
Post	Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

11. How we use the information you give us

We use the details you provide only to deal with your request. We keep a record of the request and our response for 3 years after it is closed, then delete it securely. Our **Privacy Notice** explains more about how we look after personal information.

Subject Access Request Form (optional)

You do not have to use this form, but it can help us find your information quickly. Please complete as much as you can, then email it to tracy-anne@themanagerstrainingcompany.co.uk or post it to the address in section 2.

Section 1: Your details

Full name	
Any other name you have used with us	
Email address	
Telephone number	
Postal address (only needed if you would like a reply by post)	

Section 2: How you know us

This helps us search the right places. Please tick all that apply.

Your connection with TMTC	☐ Training or programme participant ☐ Coaching client ☐ Lead With Impact, other online member ☐ School, college or organisation contact ☐ Newsletter subscriber ☐ Associate or supplier ☐ Other (please describe):
Organisation (if relevant)	
Approximate dates you worked with us	

Section 3: What information would you like?

Please tick one	☐ All personal information you hold about me ☐ Specific information only (please describe below)
Description (for example, coaching notes from a particular programme, or emails about a particular booking)	
Date range (if relevant)	From: To:

Section 4: Other requests (optional)

Complete this section only if you would like us to do something else with your information.

I would like you to	☐ Correct information that is wrong or incomplete ☐ Delete my information ☐ Restrict how my information is used ☐ Stop using my information (including for marketing)
Details (which information, and why if relevant)	

Section 5: Are you making this request for someone else?

Please tick one	☐ No, this request is about me ☐ Yes, I am making it on someone else's behalf
Their full name	
Your relationship to them	
Proof of authority enclosed	☐ Signed letter of authority ☐ Power of attorney ☐ Other:

Section 6: How would you like to receive the information?

Please tick one	☐ Secure email (password-protected, with the password sent separately) ☐ Printed copy by post ☐ Other (please describe):

Section 7: Declaration

I confirm that the information on this form is correct. I understand that TMTC may need to contact me to confirm my identity or to clarify my request, and that the time limit for responding begins once TMTC has the information it needs.

Signature (or type your name if emailing)	
Date	

For office use only

Date request received	
Reference	
Identity check needed?	☐ No ☐ Yes. Date confirmed:
Clarification requested	☐ No ☐ Yes. Date received:
Response due date	
Extension applied	☐ No ☐ Yes. New date and reason given to requester:
Date response sent	
Information withheld (and exemption)	
Handled by	