

INDEPENDENT SCHOOLS INSPECTORATE

**REQUESTS FOR RECTIFICATION OR ERASURE
OF PERSONAL DATA**

DATE OF LAST REVIEW:	July 2025
POLICY OWNER:	Director Legal, Regulation and Complaints
APPROVED BY:	Chief Executive Officer – Chief Inspector
DATE OF NEXT REVIEW:	July 2027

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RECTIFICATION POLICY

Right of rectification

1. Individuals who are challenging the accuracy of their data and want it corrected have the right to have inaccurate personal data rectified or completed if it is incomplete. Personal data is inaccurate if it is incorrect or misleading as to any matter of fact.

Recognising a request

2. An individual can make a request for rectification verbally or in writing, to any part of ISI's organisation. All ISI employees and inspectors must therefore be aware of potential requests for rectification.

Timeframe

3. ISI will respond to a verbal or written request for rectification within one calendar month. In certain circumstances ISI may refuse a request for rectification ([see below](#)).

Guidelines for rectification

4. ISI must take reasonable steps to satisfy itself that the data it holds is accurate and to rectify the data if necessary. The more important it is that the personal data is accurate, the greater the effort ISI should make checking its accuracy and, if necessary, taking steps to rectify it. For example, it is necessary to make a greater effort to rectify inaccurate personal data if it is used to make significant decisions that will affect an individual or others, than it is to correct trivial errors.
5. ISI will restrict the processing of the personal data in question whilst it is verifying its accuracy, whether or not the individual has exercised his or her right to restriction.
6. If ISI is satisfied that the data is accurate, the data subject should be informed. The data subject should also be told that ISI will not be amending the data. ISI should explain the decision and inform the data subject of his or her right to raise the issue as a complaint under the ISI complaints policy or make a complaint to the ICO, or another supervisory authority if another jurisdiction is involved; and his or her ability to seek to enforce rights through a judicial remedy. ISI should record instances where the individual challenges the accuracy of the data and the reasons for doing so. Reasons for any refusal should also be documented.
7. Where proof of inaccuracy is given, or where individuals update their personal data, the data shall be amended or updated without undue delay and the individual notified within a month of receipt of the request (unless this deadline is extended in accordance with the UK General Data Protection Regulations).
8. When making a request for rectification or erasure for information held about a child, consideration should be given to whether the child is mature enough to understand their rights. If the request is from a child and they can understand their rights, the child will be responded to directly by ISI. ISI may, however, allow parents or guardians to exercise the child's rights on their behalf if the child authorises this in writing.

Process for responding to a request for rectification

9. Anyone at ISI who receives a challenge to the accuracy of personal data and a request for rectification must forward the request to the information services team at data@isi.net.
10. Head of Information Technology will inform the Director Legal, Regulation and Complaints.
11. Head of Information Technology to coordinate restriction of processing of relevant data.
12. Director Legal, Regulation and Complaints to respond to data subject to: (i) verify identity; and (ii) where necessary, ask for the request to be specific.
13. Head of Information Technology or other relevant function to retrieve relevant data.
14. Director Legal, Regulation and Complaints to review data for accuracy, taking advice from colleagues as appropriate. If:
 - i. **the data is deemed to be accurate:** Director Legal, Regulation and Complaints to keep CEO-CI informed of proposed action and thereafter inform data subject of decision, explain the decision, and provide information as outlined in paragraph 6 above;

- ii. **the data is deemed to be inaccurate:** Director Legal, Regulation and Complaints to keep CEO-CI informed of proposed action and thereafter inform data subject, explain the steps ISI will now be taking and take reasonable steps to rectify the data in accordance with paragraph 7 above.
15. Director Legal, Regulation and Complaints manages the recording of details in relation to the request received and the actions taken in the ISI dedicated GDPR site.

ERASURE POLICY

Right to erasure

16. Individuals have the right to have personal data erased in the following circumstances:
- i. the personal data is no longer necessary for the purpose which ISI originally collected or processed it for;
 - ii. ISI is relying on consent as the lawful basis for holding the data, and the individual withdraws his or her consent and ISI has no other lawful basis to process it;
 - iii. ISI is relying on legitimate interests as the lawful basis for holding the data, the individual objects to the processing of his or her data, and there is no overriding legitimate interest to continue this processing;
 - iv. ISI has processed the personal data unlawfully; or
 - v. ISI has a legal obligation to erase the relevant data.

Recognising a request

17. An individual can make a request for erasure verbally or in writing, to any part of ISI's organisation. All ISI employees and inspectors must therefore be aware of potential requests for erasure.

Can ISI charge a fee?

18. In most cases ISI cannot charge a fee to comply with a request for erasure. However, where a request is manifestly unfounded or excessive ISI may charge a reasonable fee for the administrative costs of complying with the request.

How long does ISI have to comply?

19. ISI will act upon the request without undue delay and at the latest within one month of receipt.
20. The time to respond to a request can be extended by a further two months if the request is complex or ISI has received a number of requests from the individual. ISI will let the individual know without undue delay and within one month of receiving their request and explain why the extension is necessary.

When does the right to erasure not apply? When can ISI refuse to comply?

21. The right to erasure does not apply if processing is necessary for one of the following reasons:
- i. to exercise the right of freedom of expression and information;

- ii. to comply with a legal obligation such as to comply with financial or other regulations;
 - iii. for the performance of a task carried out in the public interest or in the exercise of official authority;
 - iv. in relation to certain archiving purposes that is in the public interest; and
 - v. for the establishment, exercise or defence of legal claims.
22. If an exemption does apply, ISI can either fully or partly refuse to comply with the request.
23. ISI can also refuse the request if it is, as the law states, 'manifestly unfounded or excessive'. There is no set definition of what makes a request 'manifestly unfounded or excessive'. It depends on the particular circumstances of the request. For example, ISI may consider a request to be 'manifestly unfounded or excessive' if it is clear that it has been made with no real purpose except to cause the organisation harassment or disruption. In such circumstances ISI can:
- i. request a reasonable fee to deal with the request; or
 - ii. refuse to deal with the request.
- In either case ISI will tell the individual and justify ISI's decision.

Informing other organisations about the erasure of personal data

24. There are two circumstances in which ISI will inform other organisations about the erasure of personal data:
- i. the personal data has been disclosed to others; or
 - ii. the personal data has been made public in an online environment (e.g. on social networks, forums or websites).
25. If ISI has disclosed the personal data to others, we will contact each recipient and inform them of the erasure, unless this proves impossible or involves disproportionate effort. If asked to, we will also inform the data subjects about the recipients of their data.
26. If ISI has made the personal data public in an online environment, we will take reasonable steps to inform the people with responsibility for these sites to erase links or copies of that data.

Process for responding to a request for erasure

27. Anyone who receives a request for erasure must report the request or potential request to the Director Legal, Regulation and Complaints.
28. Director Legal, Regulation and Complaints to contact Head of relevant function, and CEO-CI, as appropriate.
29. Director Legal, Regulation and Complaints to respond to requesting individual to: (i) verify identity; and (ii) where necessary, ask for request to be specific.
30. Director Legal, Regulation and Complaints to determine responses based on considerations outlined in paragraph 21 above, taking advice internally as appropriate.
31. Director Legal, Regulation and Complaints to respond to data subject with information in relation to conclusions reached by ISI.

32. If ISI declines to comply with a request for erasure, the individual must be informed without undue delay and within one month of receipt of the request. We will inform the individual about:
 - i. the reasons we are not taking action;
 - ii. his or her right to make a complaint to the ICO or another supervisory authority; and
 - iii. his or her ability to seek to enforce this right through a judicial remedy.
33. If ISI agrees to erase the personal data, the personal data will be erased, and contact will be made with any third parties to whom the relevant personal data has been passed, as outlined [above](#).
34. Director Legal, Regulation and Complaints manages the recording of details in relation to the request received and the actions taken in the ISI dedicated GDPR site.

TABLE OF KEY CHANGES

Date of review	Paragraph	Amendments
July 2025	All	Updated ISI job titles and roles
	8	New paragraph noting how ISI will treat a request relating to information about a child
	21ii and iv	Providing further clarity referencing regulations and the public interest in accordance with ICO
	22, 23, 26	New paragraphs reflecting ICO guidance
May 2023	1	Clarification that the right applies to anyone challenging the accuracy of their data
	6	To include reference to reasons for refusal
	7	New paragraph noting timescales in accordance with UK GDPR
	8 - 15	Process and job titles updated
	16 ii	Noting reference to lawful basis
	24 – 32	Process and job titles update