

**BRIGHT HORIZONS FAMILY SOLUTIONS**  
**DATA PROTECTION ACT 1998 – DATA SUBJECT ACCESS REQUEST FORM**

**SECTION 1: NOTES TO COMPLETE DATA SUBJECT ACCESS REQUEST FORM**

1. Your Rights:

Under the Data Protection Act (the “Act”), you have (subject to certain exemptions) the right to be told whether Bright Horizons, as a data controller, is holding or processing data about you that is covered under the Act; and if so, to be provided with a copy of that information. The records covered by the Act include computer records and limited categories of manual records.

2. Bright Horizons’ Rights:

If the data held by Bright Horizons is not covered under the Act or where an exemption/restriction is available under the Act, Bright Horizons is not required to provide that data. The main exemptions/restrictions that may be applied are the following (please note that this list is not exhaustive and may be subject to change):

- Disclosure of information relating to another individual who can be identified from that information
- Duty of confidentiality owed to the other individual identified
- The prevention or detection of crime
- The apprehension or prosecution of offenders
- Confidential references
- Legal professional privilege
- Management forecasting or management planning that would prejudice the conduct of our business
- Disclosure of the information would likely prejudice any of the purposes listed above

Bright Horizons is not required to tell you whether any exemptions/restrictions have been applied to any of the data, or whether any data has been withheld or the reason for the withholding of any data.

3. Payment

A fee of £10 is payable for each data subject access request that you submit. We do not accept credit cards, debit cards, cash, or any other currency. Cheques should be made payable to 'Bright Horizons Family Solutions Limited'. Data subject access request forms that do not include the correct fee in an acceptable form will not be processed. Similarly, cheque payments that fail to clear will also result in the form not being processed. We will contact you in these situations. The fee is not refundable if the result of the search shows that there is no information to be supplied.

4. Processing by Bright Horizons

Bright Horizons strives to process data subject access request forms promptly, but in any event a response will be made within 40 calendar days, as permitted under the Act, from the date that we accept the properly completed data subject access request form along with your proof of identity and cleared fee. The data subject access request form will not be accepted or processed unless it is completed correctly with all requested information being supplied, proof of identity provided, the correct fee paid and cleared and the declaration signed.

## 5. Proof of identity

The Act requires that we obtain proof of name and address to ensure we only give information to the correct person. We require two original pieces of documentation, for example, a recent utility bill, bank statement (photocopies are not acceptable) showing your name *and* address. In some cases additional details such as a passport or photo ID driving licence may be required due to the sensitive nature of information held. Release of financial, social care or education records will normally require this additional information. Always send important documents by recorded / special / registered delivery as appropriate. Bright Horizons cannot be held liable for items lost in the post.

## 6. Helping us to find the information

In order to assist us with our searches, please try to specify the nature of the information that you are seeking and its possible location if known (i.e who in Bright Horizons was/might be dealing with the matter). Guidance from the Office of the Information Commissioner states:

*“Data subjects frequently make open ended requests for access ('Give me a copy all the data you hold on me'). However the Act [Section 7(3)] specifies that a data controller is not obliged to comply with a request ... unless he is supplied with such information as he may reasonably require in order to locate the information which that person seeks. In most cases an open ended request will not satisfy this provision”.*

## 7. Declaration

Please sign and date the declaration box in Section 5 below. We are unable to accept forms that the declaration has not been signed by the person who is making the data subject access request and will not process any forms unless it has been signed and dated. **Warning – attempting to obtain personal data to which you are not entitled may be an offence under the Data Protection Act.**

## 8. Submission

When you have completed the data subject access request form please send it together with your proof of identity and fee to:

Legal Department  
Bright Horizons Family Solutions  
2 Crown Court  
Rushden, Northamptonshire  
NN10 6BS

Compulsory fields are highlighted red. Forms that are incomplete will be returned; forms that are complete but for which suitable identification and/or fee have not been received will be put on hold until the missing items have been received by us.

## 9. Questions

If you have any questions relating to this form, identification requirements, or any other aspect of a subject access request, you can email us at [dataprivacy@brighthorizons.com](mailto:dataprivacy@brighthorizons.com) or telephone us on 01933415900 and ask for the Legal Department.

**SECTION 2: DATA SUBJECT DETAILS AND DATA REQUEST**

Full Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode: \_\_\_\_\_  
Telephone #: \_\_\_\_\_ Email: \_\_\_\_\_

*(If you are not the data subject, but are making a request on their behalf, please fill in their details above as the data subject, sign the declaration, and complete the box for third party requests in the Section 3 below with your details).*

In order to help us verify your identity and locate your personal information, please complete the following questions as far as possible.

(a) If data subject is a child/adult receiving or has received services from Bright Horizons:

Please give name and location of nursery/service used; dates of enrolment at nursery/services and date of birth of the child/adult who received services.

\_\_\_\_\_  
\_\_\_\_\_

(b) If data subject is or was a staff member of Bright Horizons:

Please give name and location of nursery/office; dates of employment; names of supervisor title of position and date of birth.

\_\_\_\_\_  
\_\_\_\_\_

(c) If data subject is a staff member or child/adult receiving services; what relationship have you had with Bright Horizons and when?

\_\_\_\_\_  
\_\_\_\_\_

Please use the space below to provide further details that may help to locate the information sought. For example specific documents or information that you are seeking; the likely location of the information; the name of the person in Bright Horizons who may have created or had access to the information; and any relevant time periods.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postal address to which your data should be sent (if different from address above)

\_\_\_\_\_  
\_\_\_\_\_

**SECTION 3: DETAILS OF THIRD PARTY REQUESTING DATA SUBJECT ACCESS**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Email: \_\_\_\_\_

Please describe your relationship with the data subject that leads you to make this request for information on their behalf.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please return supporting documentation as evidence of your right to access the data subject's information with this request form (i.e. birth certificate or court order).

**SECTION 4: PROOF OF IDENTITY**

Please list the documents/identification that you have returned with this form for proof of identity:

1. \_\_\_\_\_

2. \_\_\_\_\_

**SECTION 5: DECLARATION**

I \_\_\_\_\_, certify that the information given on this data subject access request form to Bright Horizons is correct. I understand that I will have to pay a fee and provide proof of my identity. I understand that Bright Horizons must confirm my/the Data Subject's identity and that it may be necessary for Bright Horizons to obtain more detailed information in order to locate the correct information. I am aware that referees and third parties may be contacted in cases where the disclosure of confidential references and other third-party information supplied in confidence is concerned.

Signed \_\_\_\_\_ Date \_\_\_\_\_