

Subject access request (SAR) – supporting information

This information supports the response you have received in relation to obtaining your personal information from UCAS.

Information you may not receive

Your right of access to this information is under the Data Protection Act 1998 (DPA). The DPA contains exceptions whereby some information can be withheld. These exemptions cover information relating to:

- personal information about other people – under the DPA, you have access to your own information only and therefore the personal information of others may be removed
- crime and taxation
- legal advice and proceedings

Key terms

- **UCAS** – Universities and Colleges Admissions Service.
- **Topaz** – the computer system used by UCAS to store data.
- **Catch flag** – refers to applicants applying to some NHS courses which require additional questions on the form.

If you have requested a copy of your application, you will see that this has some system-generated notes. We hope the above key terms have helped your understanding, however if you have any confusion over the information we have provided, please contact us and we will be happy to explain.

You can also find a copy of our key terms on our website at www.ucas.com/ucas-terms-explained.

If you are not happy with our response

We strive to achieve great customer service, so if you are not happy with the response you have received from us, please let us know.

Please email data.governance@ucas.ac.uk if you are not satisfied with the response to your subject access request, with the reason why and what you would like us to do to resolve the situation. We

will respond within five working days of your request for a SAR review, unless we notify you that we need longer.

If you are still unsatisfied following our review, you have the right to contact the Information Commissioner's Office:

- **online** – complete the [form to report a concern](#) and send it to casework@ico.org.uk
- **by telephone** – ICO helpline on 0303 123 113
- **by post** – Customer Contact Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF