

Wincheap Foundation Primary School



Data Protection and GDPR Policy

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1. Aims

Wincheap Foundation Primary School aims to ensure that all personal data collected about staff, pupils, parents and carers, governors, visitors and other individuals is collected, stored and processed in accordance with UK data protection law.

This policy applies to all personal data, regardless of whether it is in paper or electronic format.

2. Legislation and guidance

This policy meets the requirements of the:

- UK General Data Protection Regulation (UK GDPR) – the EU GDPR was incorporated into UK legislation, with some amendments, by [The Data Protection, Privacy and Electronic Communications \(Amendments etc\) \(EU Exit\) Regulations 2020](#)
- [Data Protection Act 2018 \(DPA 2018\)](#)

It is based on guidance published by the Information Commissioner’s Office (ICO) on the [UK GDPR](#) and guidance from the Department for Education (DfE) on [Generative artificial intelligence in education](#).

It also reflects the ICO’s [guidance](#) for the use of surveillance cameras and personal information.

In addition, this policy complies with regulation 5 of the [Education \(Pupil Information\) \(England\) Regulations 2005](#), which gives parents the right of access to their child’s educational record.

3. Definitions

TERM	DEFINITION
Personal data	Any information relating to an identified, or identifiable, living individual. This may include the individual's: ➤ Name (including initials) ➤ Identification number ➤ Location data ➤ Online identifier, such as a username It may also include factors specific to the individual's physical, physiological, genetic, mental, economic, cultural or social identity.
Special categories of personal data	Personal data which is more sensitive and so needs more protection, including information about an individual's: ➤ Racial or ethnic origin ➤ Political opinions ➤ Religious or philosophical beliefs ➤ Trade union membership ➤ Genetics ➤ Biometrics (such as fingerprints, retina and iris patterns), where used for identification purposes ➤ Health – physical or mental ➤ Sex life or sexual orientation
Processing	Anything done to personal data, such as collecting, recording, organising, structuring, storing, adapting, altering, retrieving, using, disseminating, erasing or destroying. Processing can be automated or manual.
Data subject	The identified or identifiable individual whose personal data is held or processed.
Data controller	A person or organisation that determines the purposes and the means of processing personal data.
Data processor	A person or other body, other than an employee of the data controller, who processes personal data on behalf of the data controller.
Personal data breach	A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

4. The data controller

Our school processes personal data relating to parents and carers, pupils, staff, governors, visitors and others, and therefore is a data controller.

The school is registered as a data controller with the Information Commissioner's Office (ICO).

5. Roles and responsibilities

This policy applies to **all staff** employed by our school, and to external organisations or individuals working on our behalf. Staff who do not comply with this policy may face disciplinary action.

5.1 Governing body

The governing body has overall responsibility for ensuring that our school complies with all relevant data protection obligations.

5.2 Data protection officer (DPO)

The Headteacher holds overall responsibility for ensuring that the school complies with data protection legislation and that appropriate policies, procedures and security measures are in place. To support this responsibility and to provide objective advice, the school has appointed an external Data Protection Officer (DPO). The DPO acts as an advisor and point of reference for the Headteacher on all data protection matters, and is available to anyone to provide impartial advice or adjudication should any concerns arise about the school's handling of personal data. The DPO operates independently of the school's management structure, in accordance with the requirements of the UK GDPR.

Our DPO is Invicta Law and is contactable via dpo@invicta.law 01622 392051

5.3 Headteacher

The Headteacher is responsible for ensuring that the school complies with data protection legislation and that appropriate policies, procedures and security measures are in place. Ordinarily, she is the first point of contact for queries or concerns. The implementation and monitoring of data protection procedures within school IT systems is delegated by her to the Network Manager.

5.4 All staff

Staff are responsible for:

- Collecting, storing and processing any personal data in accordance with this policy
- Informing the school of any changes to their personal data, such as a change of address
- Contacting the Headteacher or the school's DPO directly in the following circumstances:
 - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
 - If they have any concerns that this policy is not being followed
 - If they are unsure whether or not they have a lawful basis to use personal data in a particular way
 - If they need to rely on or capture consent, draft a privacy notice, deal with data protection rights invoked by an individual, or transfer personal data outside the UK
 - If there has been a data breach
 - Whenever they are engaging in a new activity that may affect the privacy rights of individuals
 - If they need help with any contracts or sharing personal data with third parties

6. Data protection principles

The UK GDPR is based on data protection principles that our school must comply with.

The principles say that personal data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes

- Adequate, relevant and limited to what is necessary to fulfil the purposes for which it is processed
- Accurate and, where necessary, kept up to date
- Kept for no longer than is necessary for the purposes for which it is processed
- Processed in a way that ensures it is appropriately secure

This policy sets out how the school aims to comply with these principles.

7. Collecting personal data

7.1 Lawfulness, fairness and transparency

We will only process personal data where we have 1 of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that the school can **fulfil a contract** with the individual, or the individual has asked the school to take specific steps before entering into a contract
- The data needs to be processed so that the school can **comply with a legal obligation**
- The data needs to be processed to ensure the **vital interests** of the individual or another person i.e. to protect someone's life
- The data needs to be processed so that the school, as a public authority, can **perform a task in the public interest or exercise its official authority**
- The data needs to be processed for the **legitimate interests** of the school (where the processing is not for any tasks the school performs as a public authority) or a third party, provided the individual's rights and freedoms are not overridden
- The individual (or their parent/carer when appropriate in the case of a pupil) has freely given clear **consent**

For special categories of personal data, we will also meet 1 of the special category conditions for processing under data protection law:

- The individual (or their parent/carer when appropriate in the case of a pupil) has given **explicit consent**
- The data needs to be processed to perform or exercise obligations or rights in relation to **employment, social security or social protection law**
- The data needs to be processed to ensure the **vital interests** of the individual or another person, where the individual is physically or legally incapable of giving consent
- The data has already been made **manifestly public** by the individual
- The data needs to be processed for the establishment, exercise or defence of **legal claims**
- The data needs to be processed for reasons of **substantial public interest** as defined in legislation
- The data needs to be processed for **health or social care purposes**, and the processing is done by, or under the direction of, a health or social work professional or by any other person obliged to confidentiality under law
- The data needs to be processed for **public health reasons**, and the processing is done by, or under the direction of, a health professional or by any other person obliged to confidentiality under law
- The data needs to be processed for **archiving purposes**, scientific or historical research purposes, or statistical purposes, and the processing is in the public interest

For criminal offence data, we will meet both a lawful basis and a condition set out under data protection law. Conditions include:

- The individual (or their parent/carer when appropriate in the case of a pupil) has given **consent**
- The data needs to be processed to ensure the **vital interests** of the individual or another person, where the individual is physically or legally incapable of giving consent

- The data has already been made **manifestly public** by the individual
- The data needs to be processed for or in connection with legal proceedings, to obtain legal advice, or for the establishment, exercise or defence of **legal rights**
- The data needs to be processed for reasons of **substantial public interest** as defined in legislation

Whenever we first collect personal data directly from individuals, we will provide them with the relevant information required by data protection law.

We will always consider the fairness of our data processing. We will ensure we do not handle personal data in ways that individuals would not reasonably expect, or use personal data in ways which have unjustified adverse effects on them.

7.2 Limitation, minimisation and accuracy

We will only collect personal data for specified, explicit and legitimate reasons. We will explain these reasons to the individuals when we first collect their data.

If we want to use personal data for reasons other than those given when we first obtained it, we will inform the individuals concerned before we do so, and seek consent where necessary.

Staff must only process personal data where it is necessary in order to do their jobs.

We will keep data accurate and, where necessary, up to date. Inaccurate data will be rectified or erased when appropriate.

In addition, when staff no longer need the personal data they hold, they must ensure it is deleted or anonymised. This will be done in accordance with the school's record retention schedule.

8. Sharing personal data

We will not normally share personal data with anyone else without consent, but there are certain circumstances where we may be required to do so. These include, but are not limited to, situations where:

- There is an issue with a pupil or parent/carer that puts the safety of our staff at risk
- We need to liaise with other agencies – we will seek consent as necessary before doing this
- Our suppliers or contractors need data to enable us to provide services to our staff and pupils – for example, IT companies. When doing this, we will:
 - Only appoint suppliers or contractors that can provide sufficient guarantees that they comply with UK data protection law
 - Establish a contract with the supplier or contractor to ensure the fair and lawful processing of any personal data we share
 - Only share data that the supplier or contractor needs to carry out their service

We will also share personal data with law enforcement and government bodies where we are legally required to do so.

We may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our pupils or staff.

Where we transfer personal data internationally, we will do so in accordance with UK data protection law.

9. Subject access requests and other rights of individuals

9.1 Subject access requests

Individuals have a right to make a 'subject access request' to gain access to personal information that the school holds about them. This includes:

- Confirmation that their personal data is being processed
- Access to a copy of the data
- The purposes of the data processing
- The categories of personal data concerned
- Who the data has been, or will be, shared with
- How long the data will be stored for, or if this isn't possible, the criteria used to determine this period
- Where relevant, the existence of the right to request rectification, erasure or restriction, or to object to such processing
- The right to lodge a complaint with the ICO or another supervisory authority
- The source of the data, if not the individual
- Whether any automated decision-making is being applied to their data, and what the significance and consequences of this might be for the individual
- The safeguards provided if the data is being transferred internationally

Subject access requests can be submitted in any form, but we may be able to respond to requests more quickly if they are made in writing and include:

- Name of individual
- Correspondence address
- Contact number and email address
- Details of the information requested

If staff receive a subject access request in any form they must immediately forward it to the DPO.

9.2 Children and subject access requests

Personal data about a child belongs to that child, and not the child's parents or carers. For a parent or carer to make a subject access request with respect to their child, the child must either be unable to understand their rights and the implications of a subject access request, or have given their consent.

Children below the age of 12 are generally not regarded to be mature enough to understand their rights and the implications of a subject access request. Therefore, most subject access requests from parents or carers of pupils at Wincheap Foundation Primary School may be granted without the express permission of the pupil. This is not a rule and a pupil's ability to understand their rights will always be judged on a case-by-case basis.

9.3 Responding to subject access requests

When responding to requests, we:

- May ask the individual to provide 2 forms of identification
- May contact the individual via phone to confirm the request was made
- Will respond without delay and within 1 month of receipt of the request (or receipt of the additional information needed to confirm identity, where relevant)
- Will provide the information free of charge
- May tell the individual we will comply within 3 months of receipt of the request, where a request is complex or numerous. We will inform the individual of this within 1 month, and explain why the extension is necessary

We may not disclose information for a variety of reasons, such as if it:

- Might cause serious harm to the physical or mental health of the pupil or another individual
- Would reveal that the child is being or has been abused, or is at risk of abuse, where the disclosure of that information would not be in the child's best interests

- Would include another person's personal data that we can't reasonably anonymise, and we don't have the other person's consent and it would be unreasonable to proceed without it
- Is part of certain sensitive documents, such as those related to crime, immigration, legal proceedings or legal professional privilege, management forecasts, negotiations, confidential references, or exam scripts

If the request is unfounded or excessive, we may refuse to act on it, or charge a reasonable fee to cover administrative costs. We will take into account whether the request is repetitive in nature when making this decision.

When we refuse a request, we will tell the individual why, and tell them they have the right to complain to the ICO or they can seek to enforce their subject access right through the courts.

9.4 Other data protection rights of the individual

In addition to the right to make a subject access request (see above), and to receive information when we are collecting their data about how we use and process it (see section 7), individuals also have the right to:

- Withdraw their consent to processing at any time
- Ask us to rectify, erase or restrict processing of their personal data (in certain circumstances)
- Prevent use of their personal data for direct marketing
- Object to processing that has been justified on the basis of public interest, official authority or legitimate interests
- Challenge decisions based solely on automated decision making or profiling (i.e. making decisions or evaluating certain things about an individual based on their personal data with no human involvement)
- Be notified of a data breach (in certain circumstances)
- Make a complaint to the ICO
- Ask for their personal data to be transferred to a third party in a structured, commonly used and machine-readable format (in certain circumstances)

Individuals should submit any request to exercise these rights to the DPO. If staff receive such a request, they must immediately forward it to the DPO.

10. Parental requests to see the educational record

Parents, or those with parental responsibility, have a legal right to free access to their child's educational record (which includes most information about a pupil) within 15 school days of receipt of a written request.

If the request is for a copy of the educational record, the school may charge a fee to cover the cost of supplying it.

This right applies as long as the pupil concerned is aged under 18.

There are certain circumstances in which this right can be denied, such as if releasing the information might cause serious harm to the physical or mental health of the pupil or another individual, or if it would mean releasing exam marks before they are officially announced.

11. CCTV

We use CCTV in various locations around the school site to ensure it remains safe. We will follow the [ICO's guidance](#) for the use of CCTV, and comply with data protection principles.

We do not need to ask individuals' permission to use CCTV, but we make it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining that CCTV is in use.

Any enquiries about the CCTV system should be directed to the Headteacher.

12. Photographs and videos

As part of our school activities, we may take photographs and record images of individuals within our school.

We will obtain written consent from parents/carers for photographs and videos to be taken of their child for communication, marketing and promotional materials. We will clearly explain how the photograph and/or video will be used to both the parent/carer and the pupil.

Any photographs and videos taken by parents/carers at school events for their own personal use are not covered by data protection legislation. However, we will ask that photos or videos with other pupils are not shared publicly on social media for safeguarding reasons, unless all the relevant parents/carers have agreed to this.

Where the school takes photographs and videos, uses may include:

- Within school on notice boards and in school magazines, brochures, newsletters, etc.
- Outside of school by external agencies such as the school photographer, newspapers, campaigns
- Online on our school website or social media pages

Consent can be refused or withdrawn at any time. If consent is withdrawn, we will delete the photograph or video and not distribute it further.

When using photographs and videos in this way we will not accompany them with any other personal information about the child, to ensure they cannot be identified.

See our [Child Protection and Safeguarding policy and Camera and Image Use Policy](#) for more information on our use of photographs and videos.

13. Artificial intelligence (AI)

Artificial intelligence (AI) tools are now widespread and easy to access. Staff, pupils and parents/carers may be familiar with generative chatbots such as ChatGPT and Google Bard. Wincheap Foundation Primary School recognises that AI has many uses to help pupils learn, but also poses risks to sensitive and personal data.

To ensure that personal and sensitive data remains secure, no one will be permitted to enter such data into unauthorised generative AI tools or chatbots. For the purpose of this policy this includes the names or identifiable details of any pupils, staff, or other people connected with the school.

If personal and/or sensitive data is entered into an unauthorised generative AI tool, we will treat this as a data breach, and will follow the personal data breach procedure outlined in appendix 1.

14. Data protection by design and default

We will put measures in place to show that we have integrated data protection into all of our data processing activities, including:

- Appointing a suitably qualified DPO, and ensuring they have the necessary resources to fulfil their duties and maintain their expert knowledge
- Only processing personal data that is necessary for each specific purpose of processing, and always in line with the data protection principles set out in relevant data protection law (see section 6)
- Completing data protection impact assessments where the school's processing of personal data presents a high risk to rights and freedoms of individuals, and when introducing new technologies (the DPO will advise on this process)
- Integrating data protection into internal documents including this policy, any related policies and privacy notices
- Regularly training members of staff on data protection law, this policy, any related policies and any other data protection matters; we will also keep a record of attendance

- Regularly conducting reviews and audits to test our privacy measures and make sure we are compliant
- Appropriate safeguards being put in place if we transfer any personal data outside of the UK, where different data protection laws may apply
- Maintaining records of our processing activities, including:
 - For the benefit of data subjects, making available the name and contact details of our school and DPO, and all information we are required to share about how we use and process their personal data (via our privacy notices)
 - For all personal data that we hold, maintaining an internal record of the type of data, type of data subject, how and why we are using the data, any third-party recipients, any transfers outside of the UK and the safeguards for those, retention periods and how we are keeping the data secure.

15. Data security and storage of records

We will protect personal data and keep it safe from unauthorised or unlawful access, alteration, processing or disclosure, and against accidental or unlawful loss, destruction or damage.

In particular:

- Paper-based records and portable electronic devices, such as laptops and hard drives that contain personal data, are kept under lock and key when not in use
- Papers containing confidential personal data must not be left on office and classroom desks, on staffroom tables, or left anywhere else where there is general access
- Where personal information needs to be taken off site, staff must sign it in and out from the school office
- Passwords that are at least 10 characters long containing letters and numbers are used to access school computers, laptops and other electronic devices. Staff and pupils are reminded that they should not reuse passwords from other sites
- Encryption software is used to protect all portable devices and removable media, such as laptops and USB devices
- Staff, pupils or governors who store personal information on their personal devices are expected to follow the same security procedures as for school-owned equipment (see our [Online Safety Policy, Cybersecurity Policy, and Acceptable Use Policy](#))
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and adequately protected (see section 8).

16. Disposal of records

Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.

For example, we will shred or incinerate paper-based records, and overwrite or delete electronic files. We may also use a third party to safely dispose of records on the school's behalf. If we do so, we will require the third party to provide sufficient guarantees that it complies with data protection law.

17. Personal data breaches

The school will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, we will follow the procedure set out in appendix 1.

When appropriate, we will report the data breach to the ICO within 72 hours after becoming aware of it. Such breaches in a school context may include, but are not limited to:

- A non-anonymised dataset being published on the school website, which shows the exam results of pupils eligible for the pupil premium
- Safeguarding information being made available to an unauthorised person
- The theft of a school laptop containing non-encrypted personal data about pupils.

18. Data Subject Complaints

Individuals have the right to make a complaint directly to us if they believe their data protection rights have been breached.

We will acknowledge receipt within 30 days and provide a substantive response without undue delay. If you are not satisfied with our response, you may escalate the matter to the Information Commissioners Office (ICO).

Further information about how the School handles data protection complaints can be found at Appendix 2 of this policy, along with a data protection complaints form at Appendix 3. Complaints can be made in writing to the Headteacher

19. Training

All staff and governors are provided with data protection training as part of their induction process.

Data protection will also form part of continuing professional development, where changes to legislation, guidance or the school's processes make it necessary.

20. Monitoring arrangements

The Headteacher is responsible for the monitoring and reviewing this policy.

This policy will be reviewed annually and approved by the Personnel and Pay committee of the full governing body.

21. Links with other policies

This policy is linked to our:

- Child Protection and Safeguarding Policy
- Online safety Policy
- Freedom of information Policy
- [Privacy notices](#)
- Camera and Image Use Policy

These policies can be found on the [school website](#) or by contacting the school office on

Phone: 01227 464134

Email: info@wincheap.kent.sch.uk

Appendix 1: Personal data breach procedure

This procedure is based on [guidance on personal data breaches](#) produced by the Information Commissioner's Office (ICO).

- On finding or causing a breach or potential breach, the staff member, governor or data processor must immediately notify the Headteacher and/or Network Manager (where it involves data stored on IT systems).
- The Headteacher will investigate the report and determine whether a breach has occurred. To decide, the Headteacher will consider whether personal data has been accidentally or unlawfully:
 - Lost
 - Stolen
 - Destroyed
 - Altered
 - Disclosed or made available where it should not have been
 - Made available to unauthorised people
- Staff and governors must co-operate with the investigation (including allowing access to information and responding to questions). The investigation will not be treated as a disciplinary investigation.

Investigating Breaches of Data not stored on IT Systems

Where the breach involves, or seems to only involve, data stored other than on the school's IT systems (e.g. paper records) the Headteacher will identify relevant staff to help her investigate the breach, assess the potential impact and mitigate its consequences.

Investigating Breaches of Data involving the School IT Systems

- If a breach has occurred involving the school's IT systems or it is considered to be likely that is the case, the Network Manager will alert the Headteacher, who will notify the chair of governors
- The Network Manager will follow the Incident Response and Recovery Plan (IRRP) which can be found in section 14 of the school's [Cybersecurity Policy](#) and will make all reasonable efforts to contain and minimise the impact of the breach. Relevant staff members or data processors should help the Network Manager with this where necessary, and the Network Manager should take external advice when required (e.g. from IT providers). (See the actions relevant to specific data types at the end of this procedure)
- In line with the school's Cybersecurity Policy, the Network Manager will assess the potential consequences (based on how serious they are and how likely they are to happen) before and after the implementation of steps to mitigate the consequences

Reporting Breaches

- The Headteacher will work out whether the breach must be reported to the ICO and the individuals affected using the ICO's [self-assessment tool](#)
- The Headteacher will keep a record of each breach, irrespective of whether it is reported to the ICO. For each breach, this record will include the:
 - Facts and cause
 - Effects
 - Action taken to contain it and ensure it does not happen again (such as establishing more robust processes or providing further training for individuals)

Records of all breaches will be stored as required by the Headteacher

- Where the breach involves IT, the Network Manager and Headteacher will meet to review what happened and how it can be stopped from happening again. This meeting will happen as soon as reasonably possible

Reviewing Data Breaches

- The Headteacher will regularly assess recorded data breaches and identify any trends or patterns requiring action by the school to reduce risks of future breaches.
- The Network Manager will do the same for all school IT systems and will assess all new apps, IT services and equipment with data protection in mind, making recommendations to the Headteacher and/or relevant staff to minimise the likelihood of a future breach occurring.

Appendix 2 – Data Protection Complaints

- Under Data Protection Law, individuals have the right to raise concerns or make complaints about the way their personal data has been handled. This includes concerns about how the School collects, stores, uses, shares, or secures personal data, as well as how the School has responded to a previous data protection related request (for example, a Subject Access Request).
- The purpose of this right is to ensure that individuals can easily challenge potential non-compliance, seek clarification or correction, and help the School to continually improve its data protection practices.
- This appendix provides guidance for staff on how to handle data protection complaints and for individuals on how to submit one.
- Failure to address data protection complaints appropriately can expose the School to enforcement action by the ICO and reputational risk. The School therefore treats all complaints seriously and in accordance with this policy.

What is a Data Protection Complaint?

- A data protection complaint is any expression of dissatisfaction from an individual (or their authorised representative) about how the School has processed their personal data or handles a data protection request.
- Examples include complaints about:
 - Inaccurate, incomplete, or outdated information being held;
 - Personal data being used or shared without lawful basis;
 - A delay or failure to respond to a Subject Access Request or other data rights request;
 - Inappropriate disclosure or loss of personal data;
 - Lack of transparency in how data is collected or used;
 - Concerns about automated decision-making or profiling; or,
 - Any other alleged breach of the UK GDPR or Data Protection Act 2018.

A complaint does not need to reference “data protection” or “UK GDPR” to be valid; any statement indicating concern about how personal data has been handled must be treated as such.

How to Make a Data Protection Complaint

- Individuals can make a complaint verbally or in writing (including by email, letter, or online form). To help ensure a full and efficient investigation, complainants are encouraged to use the Data Protection Complaint Form provided below in Appendix 4, providing:
 - Their name and contact details;
 - A clear description of the concern;
 - Any relevant dates, correspondence, or evidence; and,
 - The outcome they seek.

Complaints should be directed to the Headteacher.

Acknowledging and Investigating a Complaint:

- The School will acknowledge the complaint within 30 days of receipt. The acknowledgment will confirm that the complaint has been received, outline the next steps, and provide contact details for any questions.
- Where clarification or additional evidence is required to investigate the complaint properly, the response timeframe may be paused until sufficient information has been provided. All complaints will be handled confidentially and investigated promptly, fairly, and proportionately.
- The School will aim to provide a substantive response as soon as reasonably practicable. The investigation may involve consultation with relevant departments, review of systems or records, and advice from the School DPO.

Outcome of a Complaint

- Following investigation, the School will provide a written response setting out:
 - The findings of the investigation;
 - Any corrective or preventative action the School will take (if appropriate); and,
 - The right to escalate the matter to the ICO if the complainant remains dissatisfied.

Complaints Received During School Closure Periods

- The School will endeavour to acknowledge and investigate complaints as soon as reasonably practicable. However, during school closure periods, offices and systems may not be routinely monitored, which could delay acknowledgment and investigation. Where a complaint is received during such a period, the School will:
 - Record the date of receipt;
 - Acknowledgment the complaint as soon as possible; and,
 - Provide an update to the complainant once the School reopens.

Complainants who require an urgent response are encouraged to submit their complaint during term time wherever possible.

Record Keeping

- The School will maintain a record of all data protection complaints, including:
 - The date the complaint was received;
 - The complainant's name;
 - The nature of the complaint;
 - Any key investigative steps taken;
 - The outcome and date of response; and,
 - Any follow-up actions taken.
- Records will be retained in accordance with the School's Records Retention Schedule.

Appendix 3 – Data Protection Complaints Form

- The UK GDPR and the Data Protection Act 2018 give you the right to raise a concern or make a complaint about the way the School processes your personal data, handles your request, or otherwise complies with data protection law.
- Please complete this form if you wish to raise a complaint and send it to the Data Lead. The School will acknowledge your complaint within 30 calendar days of receipt and will aim to provide you with a full response as soon as reasonably practicable.
- **Proof of Identity**
- If your complaint relates to the processing of personal data and we need to verify your identity, we may ask for proof of identity before investigating. Acceptable documents include a copy of your passport, driving license.

➤ Section 1 – Complainant Details

➤ Title	➤
➤ Surname/Family Name	➤
➤ First Name(s)/ Forename	➤
➤ Date of Birth	➤
➤ Address	➤
➤ Post Code	➤
➤ Phone Number	➤
➤ Email address	➤

➤ **Section 2 – Details of Complaint**

- Please describe your concern in as much detail as possible. Include dates, names, and copies of any relevant correspondence or documents if available.

- Have you previously raised this concern with the School?

☐ Yes ☐ No

If yes, please provide the date and to whom it was reported:

What outcome are you seeking?

> **Section 3 – Representative (if applicable)**

If you are making this complaint on behalf of someone else, please complete the section below.

You must provide proof of your identity and evidence of your authority to act on behalf of the data subject.

> Title	>
>	
> Surname/Family Name	>
>	
> First Name(s)/ Forename	>
>	
> Date of Birth	>
>	
> Address	>
>	
> Post Code	>
>	
> Phone Number	>
>	
> Email address	>
>	
> Relationship to Data Subject	>
>	

> Proof of Authorisation (enclose one):

☐ Letter of authority ☐ Power of Attorney ☐ Parental responsibility ☐ Other (details): _____

➤ **Section 4 – Acknowledgement and Declaration**

- ☐ I confirm that the information provided in this form is accurate to the best of my knowledge.
- ☐ I understand that the School may need to contact me to clarify details and may need to verify my identity before investigating.

Signature: _____ Date: _____