

ACCOMPLISH MULTI ACADEMY TRUST



PRIVACY NOTICE

COMPLAINTS

Date	October 2024
Prepared by	Trust
Approved by	Trust Board
Review Date	Annual
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Who are we?

The Accomplish Multi Academy Trust is a data controller as defined by the UK GDPR. This means that we determine the purposes for which your personal data is processed and the manner of the processing. We will only collect and use your personal data in ways that are compliant with data protection legislation.

The school has appointed Veritau Ltd as its Data Protection Officer (DPO). The role of the DPO is to monitor our compliance with the UK GDPR and the Data Protection Act 2018 and advise on data protection issues. If you would like to discuss this privacy notice or our use of your data, please contact Veritau.

Veritau's contact details are:

Schools Data Protection Officer
Veritau
West Offices
Station Rise
York
North Yorkshire
YO1 6GA
schoolsDPO@veritau.co.uk // 01904 554025



Please ensure you include the name of your school in all correspondence.

What information do we collect and why do we require it?

As a trust we are obliged to have a complaints procedure in place.

As part of our complaint's procedure, we are required to process personal data. The personal data we collect about you includes.

- Personal identifiers (your name, address, contact details)
- Any relevant information we hold on the trust systems and databases,
- Any information you, or a party to the complaint, provides us with,
- Any information passed to us by any other organisation,
- Witness statements.
- Any relevant correspondence we have had with you or another party to the complaint – including internal correspondence about you,
- Any relevant video recording.

Who do we obtain your information from?

Much of the information we process will be obtained directly from your complaint or from a complaint made by another individual. However, we may need to collect data about you from, but not necessarily limited to, the following organisations:

- Department of Education,
- The Local Authority,
- Our appointed Data Protection Officer
- Ofsted
- The Police and/or other Law Enforcement bodies
- Local Health and/or social care providers

Who do we share your personal data with?

According to our complaints procedure all complaints are handled by each individual school. However, within the Trust we will disclose any relevant data to any individual (usually an employee or governor) that requires the data in order to complete the investigation, to administer the complaint, or to receive advice about how to handle a complaint.

The following organisations may also receive your data if allowed by law:

- Department of Education
- The Local Authority
- Our appointed Data Protection Officer
- Ofsted
- Information Commissioner's Office
- Any other organisation and/or regulator when the trust is legally required to disclose your information.

How long do we keep your personal data for?

Generally, the trust will keep personal data collected as part of the complaints process for six years upon closure of the complaint. This is to ensure that the trust can demonstrate the complaint has been handled appropriately.

In some cases, information gathered as part of a complaint investigation will need to be kept for longer than six years in accordance with various legislation. For example, any complaints in relation to Looked after Children will be kept for 40 Years from closure of the file.

Do you transfer my data outside of the UK?

Generally, the information that the school holds is all held within the UK. However, some information may be held on computer servers which are held outside of the UK. We will take all reasonable steps to ensure your data is not processed in a country that is not seen as 'safe' by the UK government. If we do need to send your data out of the EU it will ensure it has extra protection from loss or unauthorised access.

What is our lawful basis for processing your personal data?

The trust is legally required to operate a relevant complaints procedure as per the (Academies and Independent Schools) The Education (Independent School Standards) Regulations 2014.

As such the trust relies on Article 6(1)(c) and Article 9(2)(g) of the GDPR to process your personal and special category data. This is in pursuance with Schedule 1, Part 2 (6)(2)(a) of 3 the Data Protection Act 2018 – this means that the trust can process your data as part of the official authority vested in us by the above legislation.

What rights do you have over your data?

Under GDPR, individuals have the following rights in relation to the processing of their personal data: • to be informed about how we process your personal data.

- To be informed about how we process your personal data. This notice fulfills this obligation.
- to request access to your personal data that we hold and be provided with a copy of it.
- to request that your personal data is amended if inaccurate or incomplete # to request that your personal data is erased where there is no compelling reason for its continued processing • to request that the processing of your personal data is restricted.
- to object to your personal data being processed You can exercise any of these rights by contacting: schoolsDPO@veritau.co.uk If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our DPO on the address provided above.

If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our DPO using the details provided above.

If we cannot resolve your concerns then you may also complain to the Information Commissioner's Office, which is the UK's data protection regulator. Their contact details are below:

Phone: 0303 123 1113 or via their [live chat](#). Opening hours are Monday to Friday between 9am and 5pm (excluding bank holidays). You can also report, enquire, register and raise complaints with the ICO using their web form on [Contact us | ICO](#).

Changes to this notice

We reserve the right to change this privacy notice at any time. We will normally notify you of changes that affect you. However, please check regularly to ensure you have the latest version.