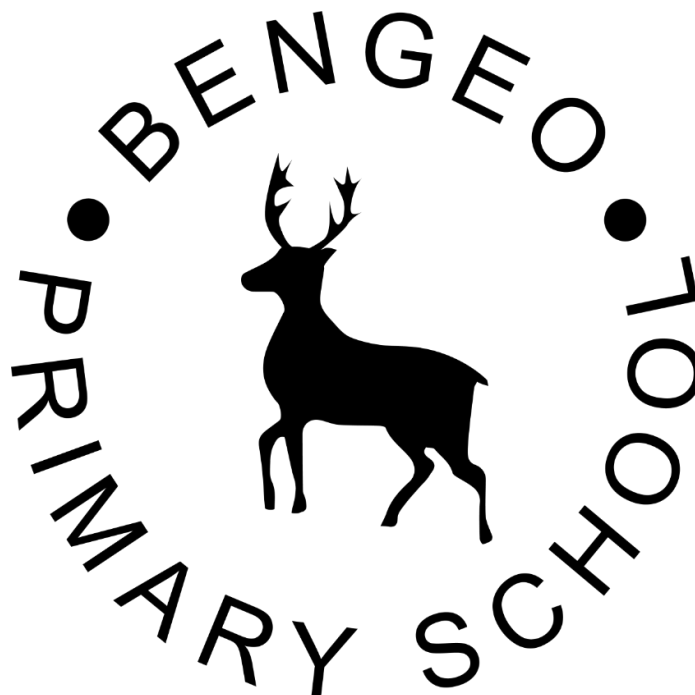


BENGEO PRIMARY SCHOOL



Data Protection – Complaints procedure

Reviewed: Summer 2025

Author: DPO

Authorised by: Headteacher

Next review date: Summer 2028

Introduction

This Privacy Notice is issued on behalf of Bengo Primary School.

We may seek your consent to certain processing. If consent is required for the processing in question, it will be sought from you separately (whether within a fair processing notice or otherwise) directly by us or a third party appointed to do so on our behalf. This helps us to ensure that it is freely given, informed and explicit.

We may amend this Privacy Notice from time to time to keep it up to date with current legal requirements and the way we operate our business.

We will only use your Personal Data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If the way that Personal Data is managed differs from this Privacy Notice or is incompatible with the original purpose the data was collected for, additional information regarding this processing will be provided to you and, if necessary, we will collect consent from you and explain the consequences if you choose not to consent. You should be aware that it is not a condition or requirement of your relationship with us that you agree to any request for consent from us.

Please note that we may process your Personal Data without your knowledge or consent, in compliance with this Privacy Notice, where this is required or permitted by applicable law.

Scope and purpose of policy

This policy explains what to do if any person(s) have a complaint regarding the handling of your or other person's information. You may want to complain about any data protection issues at Bengo Primary School. The complaints may include Bengo Primary School:

- has not properly responded to your request for your personal information;
- is not keeping information secure;
- holds inaccurate information about you;
- has disclosed information about you;
- is keeping information about you for longer than is necessary;
- has collected information for one reason and is using it for something else; or
- has not upheld any of your data protection rights.

How to complain to us

In the first instance of a data protection complaint, we will need you to fill out the attached form. The data protection officer is then obliged by law to respond to your complaint within 30 days of receiving the completed form.

How to complain to the ICO

In the event that Bengo Primary School have not responded to your complaint within the timeframe specified then you can complain to the ICO:

[Make a complaint about data protection and personal information | ICO](#)

Before complaining to the ICO you need to be informed of what to expect from the ICO:

[What to expect from the ICO](#)

Guidance on your obligations under information rights legislation can be found on the ICO's website (www.ico.org.uk) as well as information on their regulatory powers and the action they can take.

Template letter for complaints to the ICO:

Dear Sir or Madam

Information rights complaint.

*Bengeo Primary School, Account no. **ZC018413***

I am writing further to your recent letter/email about my information rights complaint because I would like further clarification.

Bengeo Primary have an obligation to clearly explain why they are using data in the way they do or why they have refused a request. This is set out under the accountability principle of the DPA 2018.

Accountability is one of the key principles in data protection law – it makes organisations responsible for complying with the legislation and says that they must be able to demonstrate their compliance.

I would like further clarification about: [Give details of what you don't understand. You should refer specifically to the response you have already received where appropriate]

I understand that before reporting my complaint to the Information Commissioner I should give you the chance to provide a full explanation.

If, when I receive your response, I would still like to report my complaint, I will give the ICO a copy of your response to consider.

Please send a full response within one calendar month. If you cannot respond within that timescale, please tell me when you will be able to respond.

If there is anything you would like to discuss, please contact me on the following e-mail:

Yours faithfully/sincerely

