



Data Protection Complaints Procedure

Version 1.0 – April 2018
Owner: Information Governance team
Review Date: March 2019

Data Protection Complaints Procedure

Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Saint Joseph's Infant and Junior Schools handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

Responsibilities

All employees are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer.

The Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

Procedure

Saint Joseph's Infant and Junior Schools has the contact details of its Data Protection Officer published on our website on the Our School Tab, Contact Us Page

Saint Joseph's Infant and Junior Schools has clear guidelines on this page <http://www.sjinf.brent.sch.uk/home> <http://www.sjnr.brent.sch.uk/home> and contact email address for the Data Protection Officer school.dpo@brent.gov.uk, that enable the data subject to lodge a complaint.

Saint Joseph's Infant and Junior Schools clearly provides data subject(s) with the privacy notice by publishing it on its website <http://www.sjinf.brent.sch.uk/home> <http://www.sjnr.brent.sch.uk/home>, clearly under the Statutory Information Tab, Data Policy and Procedures Page

Data subjects are able to complain to Saint Joseph's Infant and Junior Schools about:

- how their personal data has been processed
- how their request for access to data has been handled
- how their complaint has been handled

Data subject(s) lodging a complaint with Saint Joseph's Infant and Junior School's Data Protection Officer are able to do so by sending an email direct to the Data Protection Officer school.dpo@brent.gov.uk

Complaints are to be resolved within 30 days.

Data subjects are able to appeal against any decision made following a complaint.

Data Protection Complaints Procedure

Appeals on the handling of complaints are to be resolved within 30 days.

If Saint Joseph's Infant and Junior Schools fails to act on a data subject's access request within 30 days (90 days if extension has been agreed), or refuses the request, the Data Protection Officer sets out in clear and plain language the reasons for taking no action or refusing the request. The Data Protection Officer will also inform the data subject(s) of their right to complain directly to the Information Commissioner's Office (ICO). In doing so, the Data Protection Officer provides the data subject(s) with the contact details of the Information Commissioner's Office (ICO) and informs them of their right to seek judicial remedy.

Document Owner and Approval

The Data Protection Officer is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the requirements of the GDPR and UK Data Protection legislation.