

Swanmore College

Complaints Form

Name of complainant:	
Contact details:	Address:
	Telephone:
	Email:
Outline of your complaint and how it has affected you (the complainant) / pupil:	
Have you discussed the matter already with a member of staff, if so, who? What was the outcome?	
What would you like to happen as a	

result of your complaint?	
Signature:	
Date:	

Privacy Statement

Why do we collect and use personal information?

We collect and use personal information:

- to enable contact in dealing with your complaint effectively

The categories of personal information that we collect and hold include:

- Personal information (*such as name, address, phone number, email address*)

The General Data Protection Regulation allows us to collect personal information with consent of the data subject, where we are complying with a legal requirement, where processing is necessary to protect the vital interests of a data subject or another person and where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Swanmore College collects and uses the complaints information to comply with legal obligation and protection of vital interests.

Collecting personal information

Whilst the majority of personal information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain personal information to us or if you have a choice in this. Where we are using your personal information only on the basis of your permission you may ask us to stop processing this personal information at any time.

Storing personal data

We hold complaints data in accordance with our retention schedule (*copy of which can be found on the policies section on the college website.*) This schedule will detail the length of time for which the personal data will be stored.

Data collection requirements

To find out more about the data collection requirements placed on us by the Information Commissioners' Office (ICO) go to <https://ico.org.uk/>

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Contact

If you would like to discuss anything in this privacy notice, please contact:

- Mr K Jonathan – Head Teacher
- Mr M Allen – Data Protection Officer

For Swanmore College use:

Date received:	
Date acknowledged and by whom:	
Summary of action taken:	