# Our Lady & ST Kenelm Catholic Primary School

## Data Protection Complaint Form

*Data Use and Access Act 2025 (DUAA) / UK GDPR*

Use this form if you are concerned about how the school has collected, used, stored, shared, protected or otherwise handled your personal information, or someone's personal information you are authorised to represent. You do not have to use this form: you may also make a complaint in writing, by email, by telephone or in person.

### 1. Your details

| | |
|---|---|
| Full name | _____ |
| Address | _____ |
| Postcode | _____ |
| Telephone number | _____ |
| Email address | _____ |
| Preferred way for us to contact you | ☐ Email ☐ Telephone ☐ Post ☐ Other: _____ |
| Are you under 18? | ☐ Yes ☐ No If yes, tell us if you need any help making this complaint: _____ |

### 2. Whose personal information is involved?

| | |
|---|---|
| | ☐ My own information |
| | ☐ My child's / a pupil's information |
| | ☐ Someone else's information (please explain your authority to act below) |
| Name of person concerned | _____ |
| Relationship / authority to act | _____ |

If you are acting for someone else, please provide evidence of your authority if appropriate (for example, written consent or other relevant authorisation). We will contact you if we need further information.

### 3. What is your complaint about?

Please tick any that apply:

☐ Personal information shared or disclosed incorrectly ☐ Information not kept secure / possible data breach

☐ Information collected or used unfairly or unexpectedly ☐ Information inaccurate or not corrected

☐ Concern about how a request for personal information was handled (e.g. subject access request)

☐ Information retained for too long / not deleted ☐ Photograph, video, website or social media use

☐ Other data protection concern: _____

### 4. Details of your complaint

Please explain what happened, what personal information is involved, when it happened, and why you believe the school has not handled it properly. Include relevant dates, names or reference numbers if known.

_____

_____

_____

_____

_____

When did the issue occur (or when did you become aware of it)? _____

Who or what part of the school is involved (if known)? _____

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## 5. How has this affected you / the person concerned?

_____

_____

## 6. What would you like the school to do?

For example, explain what happened, correct information, take steps to prevent a recurrence, or review a decision.

_____

_____

_____

## 7. Supporting information

Please list any documents or evidence you are attaching. Send copies only and keep the originals.

_____

☐ I have attached supporting documents ☐ I will provide them if requested ☐ No attachments

## 8. Declaration

I confirm that the information I have provided is accurate to the best of my knowledge and that I am authorised to make this complaint where it concerns another person.

Signature: _____ Date: _____

Name (if different from above): _____

## How to submit this form

Please return this form to the school's Data Protection Officer (DPO) / data protection contact using the contact details published in the school's privacy notice or on the school website. If you are unsure where to send it, contact the school office.

Please do not send unnecessary sensitive personal information. If you need help completing this form, require an accessible format, or wish to make your complaint verbally, please contact the school.

## What happens next?

The school will acknowledge receipt of your data protection complaint within 30 days. We will make appropriate enquiries, keep you informed of progress where appropriate, and tell you the outcome without undue delay. The time needed to investigate will depend on the circumstances.

If you remain unhappy after the school has considered your complaint, you may contact the Information Commissioner's Office (ICO): https://ico.org.uk/concerns/

## FOR SCHOOL USE ONLY

| | |
|---|---|
| Date received | _____ |
| Complaint reference | _____ |
| Received by | _____ |
| Acknowledgement sent / date | _____ |
| Assigned to / investigator | _____ |
| Progress update(s) / date(s) | _____ |
| Outcome and date | _____ |
| Actions taken / lessons learned | _____ |
| Date closed | _____ |