



MURRAY PARK SCHOOL

GDPR & DPA COMPLAINTS PROCEDURE

Title of Policy	GDPR & DPA Complaints
Date of adoption	Autumn 2018
Originator	Heather Halford
Date of review	Summer 2021
Additional information	<p>This policy should be reviewed on a three year cycle by the Governors Finance, Personnel and General Purposes Committee</p> <p>Please also refer to Complaints Policy</p>

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COMPLAINTS PROCEDURE

The General Data Protection Regulation (GDPR) came into force on 25 May 2018. The intention behind the updated regulation is to give individuals more say over how companies use and process their personal data. GDPR is relevant to every organisation, no matter how large or small, who collect 'personal data' about European Union (EU) citizens.

In the UK the Information Commissioner's Office (ICO) is an independent authority which upholds the UK legislation relating to Data Protection and other public information rights.

Under GDPR, personal data is defined as any information relating to an identified or identifiable natural person (also known as a data subject), an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier.

How to make a complaint:

All complaints should be directed to the schools Data Protection Lead, Director of Finance & Support Services This must be done in writing by the Data Subject and it should be clear what the nature of the complaint is.

The DP Lead or DPO should within 10 working days inform the Data Subject in writing of the outcome of their complaint.

If the school has not complied with a Subject Access Request within 1 month (subject to any extension), or refuses all or part of the request, written reasons will be provided, setting out the principles for the refusal.

Any complaints will be managed using the same process and timelines as our standard complaints policy. However, when a complaint relates to Data Protection that is not resolved at an informal stage we will contact our external data protection officer to ensure that our data protection obligations are met.

Data Subjects can register a complaint directly about our handling of your personal data with the ICO, who are the UK's supervisory authority for GDPR. www.ico.org.uk/concerns