

# Ormiston Academies Trust

## Complaints Privacy Notice

This Privacy Notice has been written to inform individuals who are contemplating making a complaint, are in the progress of making a complaint, or have previously made a complaint about what Ormiston Academies Trust does with your personal data as part of the Trust's complaints process.

### Who are we?

Ormiston Academies Trust is a 'Data Controller' as defined by Article 4 (7) of GDPR. This means that we determine the purposes for which, and the manner in which, your personal data is processed. We have a responsibility to you and your personal data and will only collect and use this in ways which are compliant with data protection legislation.

The Trust has appointed Alexandra Coughlan to be its Data Protection Officer (DPO). The role of the DPO is to ensure that the Trust is compliant with GDPR and to oversee data protection procedures. The contact details are:

[dpo@ormistonacademies.co.uk](mailto:dpo@ormistonacademies.co.uk)

1 Victoria Square  
Birmingham  
B1 1BD

\*Please ensure you include the name of the school in all correspondence with the DPO where appropriate.

### What information do we collect and why do we require it?

As an Academy Trust we are obliged by law to have a complaints procedure in place. As part of our complaints procedure we are required to process personal data.

The personal data we collect about you includes:

- Personal identifiers (your name, address, contact details) or those relating to your child
- Any relevant information we hold on School systems and databases,
- Any information you, or a party to the complaint, provides us with,
- Any information passed to us by any other organisation,
- Witness statements,
- Any relevant correspondence we have had with you or another party to the complaint – including internal correspondence about you,
- Any relevant video recording (including CCTV), audio recordings, or images,
- Investigation interview notes.

### Who do we obtain your information from?

Much of the information we process will be obtained directly from your complaint or from a complaint made by another individual. However, we may need to collect data about you from, but not necessarily limited to, the following organisations:

- Department of Education,
- The Local Authority,
- Our appointed Data Protection Officer
- Ofsted
- The Police and/or other Law Enforcement bodies
- Local Health and/or social care providers

## Who do we share your personal data with?

All complaints are handled in line with the complaints policy. As part of that we will disclose any relevant data to any individual that requires the data in order to complete the investigation, to administer the complaint, or to receive advice about how to handle a complaint. Usually these will be employees of the Trust but on occasion we use an independent external party to investigate formal complaints. We also share data with an independent panel member at stage 3 and the clerk may also be an independent person.

The following organisations may also receive your data if allowed by law:

- Department for Education
- The Local Authority
- Ofsted
- Information Commissioner's Office
- Our appointed solicitors
- Any other organisation and/or regulator when the Trust is legally required to disclose your information.

## Do you transfer my data outside of the UK?

Generally the information that the school holds is all held within the UK. However, some information may be held on computer servers which are held outside of the UK. We will take all reasonable steps to ensure your data is not processed in a country that is not seen as 'safe' by the UK government. If the trust does need to send your data out of the European Economic Area it will ensure it has extra protection from loss or unauthorised access. If you or your child moves to a school outside of the European Economic Area then the Trust will seek your explicit consent prior to transferring your personal information to that school.

## How long do we keep your personal data for?

We will keep most of your data for the length of the internship. Once the internship is finished we will hold your email address in order to allow us to notify you of any upcoming opportunities where you have provided your consent for us to do so.

## What is our lawful basis for processing your personal data?

The trust is required to process your personal data and your special category data to take necessary steps to enter into an employment contract. The trust is also legally required to collect some information as defined by employment law.

As such the Trust relies on Article 6(1)(b) and Article 9(2)(b) of the GDPR to process your personal and special category data. This is in pursuance with Schedule 1, Part 1 (1)(1)(a) of the Data Protection Act 2018 – this means that the Trust can process your data as part of the official authority vested in us by the above legislation.

## What rights do you have over your data?

Under UK GDPR, individuals have the following rights in relation to the processing of their personal data:

- to be informed about how we process your personal data. This notice fulfils this obligation
- to request access to your personal data that we hold, and be provided with a copy of it

- to request that your personal data is amended if inaccurate or incomplete
- to request that your personal data is erased where there is no compelling reason for its continued processing
- to request that the processing of your personal data is restricted
- to object to your personal data being processed

You can exercise any of these rights by contacting: [dpo@ormistonacademies.co.uk](mailto:dpo@ormistonacademies.co.uk).

If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our DPO on the address provided above.

If we cannot resolve your concerns you may also complain to the Information Commissioner's Office (the Data Protection Regulator) about the way in which the Trust has handled your personal data. You can do so by contacting:

First Contact Team  
Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow Cheshire  
SK9 5AF

[casework@ico.org.uk](mailto:casework@ico.org.uk) | 0303 123 1113