

# Privacy Notice - Complaints

Revised	-	September 2025
Signed	-	Executive Head of School
Signed	-	Chair of governors
Next review	-	September 2026

## **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 the Horizon School does with your personal data as part of the college's complaints process.

### **Who are we?**

Horizon School is a 'Data Controller' as defined by Article 4 (7) of the UK 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.

As a pupil, staff member or visitor, you are the data subject as making a complaint will make you the subject of any complaint raised.

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

As a school the Horizon School are obliged to have a complaints procedure in place. As part of our complaints procedure policy, we are required to process personal data.

The personal data we collect about you includes:

- Personal identifiers (your name, address, contact details)
- 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.

### **The school's accountability**

The Horizon School recognises its requirement to maintain accountability and to take responsibility for how it complies with data protection legislation when processing data.

The school's Data Protection Policy outlines how it will remain accountable for its actions when processing personal data. A copy of this is available on the Horizon School's website.

Under Article 30 of the UK GDPR, the Horizon School is required to maintain a record of the data processing activities that are taking place and will therefore ensure that the purpose of data collection and storage is lawful.

## **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, (SIRO or SPOC), Safeguarding Lead or SENCo.
- Ofsted
- The Police and/or other Law Enforcement bodies
- Local Health and/or social care providers.
- Who do we share your personal data with?

According to our complaints procedure all complaints are handled by the Head of School,

However, within the Horizon School we will disclose any relevant data to any individual (usually an employee or governor) that requires the data in order to complete the investigation, to administer the complaint, or to receive advice about how to handle a complaint.

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

- Department of Education
- The Local Authority
- Our appointed Data Protection Officer, Kay Peterson
- Designated Safeguarding Lead (DSL), Deputy Designated Safeguarding Lead (DDSL) or SENCo.
- Ofsted
- Information Commissioner's Office (ICO).

Any other organisation and/or regulator when the college is legally required to disclose your information.

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

Generally, the Horizon School will keep personal data collected as part of the complaints process for six years (6) upon closure of the complaint. This is to ensure that the school can demonstrate the complaint has been handled appropriately. In some cases, information gathered as part of a complaint investigation will need to be kept for longer than six years (6) in accordance with various legislation.

For example, any complaints in relation to Looked after Children will be kept for forty (40) years from closure of the file.

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

Generally, the information that the Horizon 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 we do need to send your data out of the EU, it will ensure it has extra protection from loss or unauthorised access.

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

The Horizon School is legally required to operate a relevant complaints procedure as per the (Maintained Schools, VA Schools, VC Schools) Education Act 2002. As such the School relies on Article 6(1)(c) and Article 9(2)(g) of the UK GDPR to process your personal and special category data. This is in pursuance with Schedule 1, Part 2 (6)(2)(a) of the Data Protection Act 2018 – this means that the Horizon School 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 the 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.

## **Data subjects' rights and raising complaints**

Under the UK GDPR, you have the right to:

- Access your personal data by making a subject access request
- Have information regarding you erased or restricted, as long as this information is not required under a lawful basis for processing as outlined in the UK GDPR, e.g. where CCTV imagery depicts a data subject engaging in criminal activity
- Object to the processing of your information.

If you are unhappy with the way that the Horizon School is using your data, please contact the Horizon School's DPO who will be able to provide more information on how and why your data is being used, deal with any concerns.

If you have raised a complaint that has not been resolved internally by the school, you can refer the matter to the ICO, who can investigate and decide on how to manage any data protection concerns you raise with them.

The ICO's details are as following:

First Contact Team

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow Cheshire

SK9 5AF

[icocasework@ico.org.uk](mailto:icocasework@ico.org.uk) // 0303 123 1113

### **Media Copies**

Copies of the privacy notice are posted on the Horizon School website electronically and are available in hard copy format from the Horizon School reception.

### **Approval and review**

This policy statement will be reviewed on an annual basis.

The next review is September 2026.