St. Giles' School GDPR policy

8th October 2025

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1	See Appendix 1 for changes. All other parts the same.	-
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1	NA	-

St Giles School
GDPR Data Protection Policy

Contents:

Statement of intent

St Giles School is required to keep and process certain information about its staff members and pupils in accordance with its legal obligations under the General Data Protection Regulation (GDPR).

The school may, from time to time, be required to share personal information about its staff or pupils with other organisations, mainly the LA, other schools and educational bodies, and potentially children's services.

This policy is in place to ensure all staff and governors are aware of their responsibilities and outlines how the school complies with the following core principles of the GDPR.

Organisational methods for keeping data secure are imperative, and St Giles School believes that it is good practice to keep clear practical policies, backed up by written procedures.

This policy complies with the requirements set out in the GDPR, which came into effect on 25 May 2018. The government have confirmed that the UK's decision to leave the EU will not affect the commencement of the GDPR.

1. Legal framework

1.1. This policy has due regard to legislation, including, but not limited to the following:

- The General Data Protection Regulation (GDPR)
- The Freedom of Information Act 2000
- The Education (Pupil Information) (England) Regulations 2005 (as amended in 2016)
- The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004
- The School Standards and Framework Act 1998

1.2. This policy will also have regard to the following guidance:

- Information Commissioner's Office (2017) 'Overview of the General Data Protection Regulation (GDPR)'
- Information Commissioner's Office (2017) 'Preparing for the General Data Protection Regulation (GDPR) 12 steps to take now'

1.3. This policy will be implemented in conjunction with the following other school policies:

- Photography and Videos at School Policy
- Online Safety Policy
- Freedom of Information Policy

2. Applicable data

2.1. For the purpose of this policy, **personal data** refers to information that relates to an identifiable, living individual, including information such as an online identifier, e.g. an IP address. The GDPR applies to both automated personal data and to manual filing systems, where personal data is accessible according to specific criteria, as well as to chronologically ordered data and pseudonymised data, e.g. key-coded.

2.2. **Sensitive personal data** is referred to in the GDPR as 'special categories of personal data', which are broadly the same as those in the Data Protection Act (DPA) 1998. These specifically include the processing of genetic data, biometric data and data concerning health matters.

3. Principles

3.1. In accordance with the requirements outlined in the GDPR, personal data will be:

- Processed lawfully, fairly and in a transparent manner in relation to individuals.

- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up-to-date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods, insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes, subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals.
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

3.2. The GDPR also requires that “the controller shall be responsible for, and able to demonstrate, compliance with the principles”.

4. Accountability

4.1. St Giles School will implement appropriate technical and organisational measures to demonstrate that data is processed in line with the principles set out in the GDPR.

4.2. The school will provide comprehensive, clear and transparent privacy policies.

4.3. Records of activities relating to higher risk processing will be maintained, such as the processing of special categories data or that in relation to criminal convictions and offences.

4.4. Internal records of processing activities will include the following:

- Name and details of the organisation
- Purpose(s) of the processing
- Description of the categories of individuals and personal data
- Retention schedules
- Categories of recipients of personal data

- Description of technical and organisational security measures
- Details of transfers to third party countries, including documentation of the transfer mechanism safeguards in place

4.5. The school will implement measures that meet the principles of data protection by design and data protection by default, such as:

- Data minimisation.
- Pseudonymisation.
- Transparency.
- Allowing individuals to monitor processing.
- Continuously creating and improving security features.

4.6. Data protection impact assessments will be used, where appropriate.

5. Data protection officer (DPO)

5.1. The school has appointed R Simmons Limited to be their appointed Data Protection Officer (DPO) in order to:

- Inform and advise the school and its employees about their obligations to comply with the GDPR and other data protection laws.
- Monitor the school's compliance with the GDPR and other laws, including managing internal data protection activities, advising on data protection impact assessments, conducting internal audits, and providing the required training to staff members.

5.2. The DPO has professional experience and knowledge of data protection law, particularly that in relation to schools.

5.3. The DPO will report to the highest level of management at the school, which is the Head Teacher.

5.4. The DPO will operate independently and will not be dismissed or penalised for performing their task.

5.5. Sufficient resources will be provided to the DPO to enable them to meet their GDPR obligations.

6. Lawful processing

6.1. The legal basis for processing data will be identified and documented prior to data being processed.

6.2. Under the GDPR, data will be lawfully processed under the following conditions:

- The consent of the data subject has been obtained.
- Processing is necessary for:

- Compliance with a legal obligation.
- The performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- For the performance of a contract with the data subject or to take steps to enter into a contract.
- Protecting the vital interests of a data subject or another person.
- For the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data subject. (This condition is not available to processing undertaken by the school in the performance of its tasks.)

6.3. Sensitive data will only be processed under the following conditions:

- Explicit consent of the data subject, unless reliance on consent is prohibited by EU or Member State law.
- Processing carried out by a not-for-profit body with a political, philosophical, religious or trade union aim provided the processing relates only to members or former members (or those who have regular contact with it in connection with those purposes) and provided there is no disclosure to a third party without consent.
- Processing relates to personal data manifestly made public by the data subject.
- Processing is necessary for:
  - Carrying out obligations under employment, social security or social protection law, or a collective agreement.
  - Protecting the vital interests of a data subject or another individual where the data subject is physically or legally incapable of giving consent.
  - The establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity.
  - Reasons of substantial public interest on the basis of Union or Member State law which is proportionate to the aim pursued and which contains appropriate safeguards.
  - The purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of Union or Member State law or a contract with a health professional.
  - Reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of healthcare and of medicinal products or medical devices.
  - Archiving purposes in the public interest, or scientific and historical research purposes or statistical purposes in accordance with Article 89(1).

7. Consent

7.1. Consent must be a positive indication. It cannot be inferred from silence, inactivity or pre-ticked boxes.

7.2. Consent will only be accepted where it is freely given, specific, informed and an unambiguous indication of the individual's wishes.

7.3. Where consent is given, a record will be kept documenting how and when consent was given.

7.4. The school ensures that consent mechanisms meet the standards of the GDPR. Where the standard of consent cannot be met, an alternative legal basis for processing the data must be found, or the processing must cease.

7.5. Consent accepted under the DPA will be reviewed to ensure it meets the standards of the GDPR; however, acceptable consent obtained under the DPA will not be reobtained.

7.6. Consent can be withdrawn by the individual at any time.

7.7. Where a child is under the age of 19, the consent of parents will be sought prior to the processing of their data, except where the processing is related to preventative or counselling services offered directly to a child.

8. The right to be informed

8.1. The privacy notice supplied to individuals in regards to the processing of their personal data will be written in clear, plain language, which is concise, transparent, easily accessible and free of charge.

8.2. If services are offered directly to a child, the school will ensure that the privacy notice is written in a clear, plain manner that the child will understand.

8.3. In relation to data obtained both directly from the data subject and not obtained directly from the data subject, the following information will be supplied within the privacy notice:

- The identity and contact details of the controller (and where applicable, the controller's representative) and the DPO.
- The purpose of, and the legal basis for, processing the data.
- The legitimate interests of the controller or third party.
- Any recipient or categories of recipients of the personal data.
- Details of transfers to third countries and the safeguards in place.
- The retention period of criteria used to determine the retention period.
- The existence of the data subject's rights, including the right to:
  - Withdraw consent at any time.
  - Lodge a complaint with a supervisory authority.

- The existence of automated decision making, including profiling, how decisions are made, the significance of the process and the consequences.

8.4. Where data is obtained directly from the data subject, information regarding whether the provision of personal data is part of a statutory or contractual requirement, as well as any possible consequences of failing to provide the personal data, will be provided.

8.5. Where data is not obtained directly from the data subject, information regarding the categories of personal data that the school holds, the source that the personal data originates from and whether it came from publicly accessible sources, will be provided.

8.6. For data obtained directly from the data subject, this information will be supplied at the time the data is obtained.

8.7. In relation to data that is not obtained directly from the data subject, this information will be supplied:

- Within one month of having obtained the data.
- If disclosure to another recipient is envisaged, at the latest, before the data are disclosed.
- If the data are used to communicate with the individual, at the latest, when the first communication takes place.

9. The right of access (SAR)

9.1. Individuals have the right to obtain confirmation that their data is being processed.

9.2. Individuals have the right to submit a subject access request (SAR) to gain access to their personal data in order to verify the lawfulness of the processing.

9.3. The school will verify the identity of the person making the request before any information is supplied.

9.4. A copy of the information will be supplied to the individual free of charge; however, the school may impose a ‘reasonable fee’ to comply with requests for further copies of the same information.

9.5. Where a SAR has been made electronically, the information will be provided in a commonly used electronic format.

9.6. Where a request is manifestly unfounded, excessive or repetitive, a reasonable fee will be charged.

9.7. All fees will be based on the administrative cost of providing the information.

9.8. All requests will be responded to without delay and at the latest, within one month of receipt.

9.9. In the event of numerous or complex requests, the period of compliance will be extended by a further two months. The individual will be informed of this extension, and will receive an explanation of why the extension is necessary, within one month of the receipt of the request.

9.10. Where a request is manifestly unfounded or excessive, the school holds the right to refuse to respond to the request. The individual will be informed of this decision and the reasoning behind it, as well as their right to complain to the supervisory authority and to a judicial remedy, within one month of the refusal.

9.11. In the event that a large quantity of information is being processed about an individual, the school will ask the individual to specify the information the request is in relation to.

10. The right to rectification

10.1. Individuals are entitled to have any inaccurate or incomplete personal data rectified.

10.2. Where the personal data in question has been disclosed to third parties, the school will inform them of the rectification where possible.

10.3. Where appropriate, the school will inform the individual about the third parties that the data has been disclosed to.

10.4. Requests for rectification will be responded to within one month; this will be extended by two months where the request for rectification is complex.

10.5. Where no action is being taken in response to a request for rectification, the school will explain the reason for this to the individual, and will inform them of their right to complain to the supervisory authority and to a judicial remedy.

11. The right to erasure

11.1. Individuals hold the right to request the deletion or removal of personal data where there is no compelling reason for its continued processing.

11.2. Individuals have the right to erasure in the following circumstances:

- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed
- When the individual withdraws their consent
- When the individual objects to the processing and there is no overriding legitimate interest for continuing the processing
- The personal data was unlawfully processed
- The personal data is required to be erased in order to comply with a legal obligation

- The personal data is processed in relation to the offer of information society services to a child

11.3. The school has the right to refuse a request for erasure where the personal data is being processed for the following reasons:

- To exercise the right of freedom of expression and information
- To comply with a legal obligation for the performance of a public interest task or exercise of official authority
- For public health purposes in the public interest
- For archiving purposes in the public interest, scientific research, historical research or statistical purposes
- The exercise or defence of legal claims

11.4. As a child may not fully understand the risks involved in the processing of data when consent is obtained, special attention will be given to existing situations where a child has given consent to processing and they later request erasure of the data, regardless of age at the time of the request.

11.5. Where personal data has been disclosed to third parties, they will be informed about the erasure of the personal data, unless it is impossible or involves disproportionate effort to do so.

11.6. Where personal data has been made public within an online environment, the school will inform other organisations who process the personal data to erase links to and copies of the personal data in question.

12. The right to restrict processing

12.1. Individuals have the right to block or suppress the school's processing of personal data.

12.2. In the event that processing is restricted, the school will store the personal data, but not further process it, guaranteeing that just enough information about the individual has been retained to ensure that the restriction is respected in future.

12.3. The school will restrict the processing of personal data in the following circumstances:

- Where an individual contests the accuracy of the personal data, processing will be restricted until the school has verified the accuracy of the data
- Where an individual has objected to the processing and the school is considering whether their legitimate grounds override those of the individual

- Where processing is unlawful and the individual opposes erasure and requests restriction instead
- Where the school no longer needs the personal data but the individual requires the data to establish, exercise or defend a legal claim

12.4. If the personal data in question has been disclosed to third parties, the school will inform them about the restriction on the processing of the personal data, unless it is impossible or involves disproportionate effort to do so.

12.5. The school will inform individuals when a restriction on processing has been lifted.

13. The right to data portability

13.1. Individuals have the right to obtain and reuse their personal data for their own purposes across different services.

13.2. Personal data can be easily moved, copied or transferred from one IT environment to another in a safe and secure manner, without hindrance to usability.

13.3. The right to data portability only applies in the following cases:

- To personal data that an individual has provided to a controller
- Where the processing is based on the individual's consent or for the performance of a contract
- When processing is carried out by automated means

13.4. Personal data will be provided in a structured, commonly used and machine-readable form.

13.5. The school will provide the information free of charge.

13.6. Where feasible, data will be transmitted directly to another organisation at the request of the individual.

13.7. The school is not required to adopt or maintain processing systems which are technically compatible with other organisations.

13.8. In the event that the personal data concerns more than one individual, the school will consider whether providing the information would prejudice the rights of any other individual.

13.9. The school will respond to any requests for portability within one month.

13.10. Where the request is complex, or a number of requests have been received, the timeframe can be extended by two months, ensuring that the individual is informed of the extension and the reasoning behind it within one month of the receipt of the request.

13.11. Where no action is being taken in response to a request, the school will, without delay and at the latest within one month, explain to the individual the reason for this and will inform them of their right to complain to the supervisory authority and to a judicial remedy.

14. The right to object

14.1. The school will inform individuals of their right to object at the first point of communication, and this information will be outlined in the privacy notice and explicitly brought to the attention of the data subject, ensuring that it is presented clearly and separately from any other information.

14.2. Individuals have the right to object to the following:

- Processing based on legitimate interests or the performance of a task in the public interest
- Direct marketing
- Processing for purposes of scientific or historical research and statistics.

14.3. Where personal data is processed for the performance of a legal task or legitimate interests:

- An individual's grounds for objecting must relate to his or her particular situation.
- The school will stop processing the individual's personal data unless the processing is for the establishment, exercise or defence of legal claims, or, where the school can demonstrate compelling legitimate grounds for the processing, which override the interests, rights and freedoms of the individual.

14.4. Where personal data is processed for direct marketing purposes:

- The school will stop processing personal data for direct marketing purposes as soon as an objection is received.
- The school cannot refuse an individual's objection regarding data that is being processed for direct marketing purposes.

14.5. Where personal data is processed for research purposes:

- The individual must have grounds relating to their particular situation in order to exercise their right to object.
- Where the processing of personal data is necessary for the performance of a public interest task, the school is not required to comply with an objection to the processing of the data.

14.6. Where the processing activity is outlined above, but is carried out online, the school will offer a method for individuals to object online.

15. Automated decision making and profiling

15.1. Individuals have the right not to be subject to a decision when:

- It is based on automated processing, e.g. profiling.
- It produces a legal effect or a similarly significant effect on the individual.

15.2. The school will take steps to ensure that individuals are able to obtain human intervention, express their point of view, and obtain an explanation of the decision and challenge it.

15.3. When automatically processing personal data for profiling purposes, the school will ensure that the appropriate safeguards are in place, including:

- Ensuring processing is fair and transparent by providing meaningful information about the logic involved, as well as the significance and the predicted impact.
- Using appropriate mathematical or statistical procedures.
- Implementing appropriate technical and organisational measures to enable inaccuracies to be corrected and minimise the risk of errors.
- Securing personal data in a way that is proportionate to the risk to the interests and rights of the individual and prevents discriminatory effects.

15.4. Automated decisions must not concern a child or be based on the processing of sensitive data, unless:

- The school has the explicit consent of the individual.
- The processing is necessary for reasons of substantial public interest on the basis of Union/Member State law.

16. Privacy by design and privacy impact assessments

16.1. The school will act in accordance with the GDPR by adopting a privacy by design approach and implementing technical and organisational measures which demonstrate how the school has considered and integrated data protection into processing activities.

16.2. Data protection impact assessments (DPIAs) will be used to identify the most effective method of complying with the school's data protection obligations and meeting individuals' expectations of privacy.

16.3. DPIAs will allow the school to identify and resolve problems at an early stage, thus reducing associated costs and preventing damage from being caused to the school's reputation which might otherwise occur.

16.4. A DPIA will be carried out when using new technologies or when the processing is likely to result in a high risk to the rights and freedoms of individuals.

16.5. A DPIA will be used for more than one project, where necessary.

16.6. High risk processing includes, but is not limited to, the following:

- Systematic and extensive processing activities, such as profiling
- Large scale processing of special categories of data or personal data which is in relation to criminal convictions or offences
- The use of CCTV.

16.7. The school will ensure that all DPIAs include the following information:

- A description of the processing operations and the purposes
- An assessment of the necessity and proportionality of the processing in relation to the purpose
- An outline of the risks to individuals
- The measures implemented in order to address risk

16.8. Where a DPIA indicates high risk data processing, the school will consult the ICO to seek its opinion as to whether the processing operation complies with the GDPR.

17. Data breaches

17.1. The term 'personal data breach' refers to a breach of security which has led to the destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

17.2. The Head Teacher will ensure that all staff members are made aware of, and understand, what constitutes a data breach as part of their CPD training.

17.3. Where a breach is likely to result in a risk to the rights and freedoms of individuals, the relevant supervisory authority will be informed.

17.4. All notifiable breaches will be reported to the relevant supervisory authority within 72 hours of the school becoming aware of it.

17.5. The risk of the breach having a detrimental effect on the individual, and the need to notify the relevant supervisory authority, will be assessed on a case-by-case basis.

17.6. In the event that a breach is likely to result in a high risk to the rights and freedoms of an individual, the school will notify those concerned directly.

17.7. A 'high risk' breach means that the threshold for notifying the individual is higher than that for notifying the relevant supervisory authority.

17.8. In the event that a breach is sufficiently serious, the public will be notified without undue delay.

17.9. Effective and robust breach detection, investigation and internal reporting procedures are in place at the school, which facilitate decision-making in relation to whether the relevant supervisory authority or the public need to be notified.

17.10. Within a breach notification, the following information will be outlined:

- The nature of the personal data breach, including the categories and approximate number of individuals and records concerned
- The name and contact details of the DPO
- An explanation of the likely consequences of the personal data breach
- A description of the proposed measures to be taken to deal with the personal data breach
- Where appropriate, a description of the measures taken to mitigate any possible adverse effects

17.11. Failure to report a breach when required to do so may result in a fine, as well as a fine for the breach itself.

18. Data security

18.1. Confidential paper records will be kept in a locked filing cabinet, drawer or safe, with restricted access.

18.2. Confidential paper records will not be left unattended or in clear view anywhere with general access.

18.3. Digital data is coded, encrypted or password-protected, both on a local hard drive and on a network drive that is regularly backed up off-site.

18.4. Where data is saved on removable storage or a portable device, the device will be kept in a locked filing cabinet, drawer or safe when not in use.

18.5. Memory sticks will not be used to hold personal information unless they are password-protected and fully encrypted.

18.6. All electronic devices are password-protected to protect the information on the device in case of theft.

18.7. Where possible, the school enables electronic devices to allow the remote blocking or deletion of data in case of theft.

18.8. Volunteers and Governors will not store personal sensitive information about pupils or staff on their own personal laptops or computers.

18.9. All necessary members of staff are provided with their own secure login and password, and every computer regularly prompts users to change their password.

18.10. Emails containing sensitive or confidential information are password-protected if there are unsecure servers between the sender and the recipient.

18.11. Circular emails to parents are sent blind carbon copy (bcc), so email addresses are not disclosed to other recipients.

18.12. Where personal information that could be considered private or confidential is taken off the premises, either in electronic or paper format, staff will take extra care to follow the same procedures for security, e.g. keeping devices under lock and key. The person taking the information from the school premises accepts full responsibility for the security of the data.

18.13. Before sharing data, all staff members will ensure:

- They are allowed to share it.
- That adequate security is in place to protect it.
- Who will receive the data has been outlined in a privacy notice.

18.14. Under no circumstances are visitors allowed access to confidential or personal information. Visitors to areas of the school containing sensitive information are supervised at all times.

18.15. The physical security of the school's buildings and storage systems, and access to them, is reviewed on a termly basis. If an increased risk in vandalism/burglary/theft is identified, extra measures to secure data storage will be put in place.

18.16. St Giles School takes its duties under the GDPR seriously and any unauthorised disclosure may result in disciplinary action.

18.17. The ICT Technician is responsible for continuity and recovery measures are in place to ensure the security of protected data.

19. Publication of information

19.1. St Giles School publishes policies and reports on its website outlining:

- Policies and procedures
- Annual reports

19.2. Classes of information specified in the publication scheme are made available quickly and easily on request.

19.3. St Giles School will not publish any personal information, including photos, on its website without the permission of the affected individual.

19.4. When uploading information to the school website, staff are considerate of any metadata or deletions which could be accessed in documents and images on the site.

20. Photography

20.1. The school will always indicate its intentions for taking photographs of pupils and will retrieve permission before publishing them.

20.2. If the school wishes to use images/video footage of pupils in a publication, such as the school website, prospectus, or recordings of school plays, written permission will be sought for the particular usage from the parent of the pupil.

20.3. Precautions, as outlined in the Photography and Videos at School Policy, are taken when publishing photographs of pupils, in print, video or on the school website.

20.4. Images captured by individuals for recreational/personal purposes, and videos made by parents for family use, are exempt from the GDPR.

21. Data retention

21.1. Data will not be kept for longer than is necessary.

21.2. Unrequired data will be deleted as soon as practicable.

21.3. Some educational records relating to former pupils or employees of the school may be kept for an extended period for legal reasons, but also to enable the provision of references or academic transcripts.

21.4. Paper documents will be shredded or pulped, and electronic memories scrubbed clean or destroyed, once the data should no longer be retained.

22. DBS data

22.1. All data provided by the DBS will be handled in line with data protection legislation; this includes electronic communication.

22.2. Data provided by the DBS will never be duplicated.

22.3. Any third parties who access DBS information will be made aware of the data protection legislation, as well as their responsibilities as a data handler.

23. Policy review

23.1. This policy is reviewed every two years by the Head Teacher and Chair of Governors.

The next scheduled review date for this policy is Autumn 2027.

Appendix 1

24. Purpose of this document

The Data Use and Access Act 2025 came into law on 19 June 2025, providing additional clarity to the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). A requirement of the law is for schools to have an independent Data Protection Complaint Process that can be used to help resolve concerns at a school level and avoid the need to escalate the complaint to the Information Commissioner's Office (ICO).

This document is designed to support the data subjects, schools and colleges who are supported by Roger Simmons Ltd, under a Data Protection Support agreement. Before considering a complaint about a school via this process, please check the school's GDPR documentation, or the ICO Register of Fee Payers, to ensure Roger Simmons is noted as the school DPO. If in doubt, please call Roger Simmons for confirmation.

The document sets out the key data protection responsibilities of schools, what you can do if you have a concern about how your data has been managed, how you can make a data protection complaint to the DPO and how you can escalate the complaint to the Information Commissioner's Office. At the end of this document, you will find a copy of the online Microsoft Form – Making a Data Protection Complaint About a School.

Much of the information contained in the document intentionally mirrors that provided by the ICO to ensure a fair and consistent approach is taken in assessing the concerns raised.

25. Data Protection in schools

Schools take the secure management of personal data very seriously. They must tell their pupils, parents, staff, volunteers and Governors what information they are processing, why they are processing it, who they may need to share the data with and the legal basis for processing their information. Schools will share this information, along with the data protection rights of individuals, in their Privacy Notices.

Schools must take measures to process and store information securely. This is documented in the school's Data Protection and Information Security Policy, along with the principles of data protection the school must follow.

When a data subject makes a request regarding their data protection rights, the school must respond to the request within a month. There are some exemptions to what the school is allowed to do and the time scale for response may sometimes be extended in certain circumstances.

If personal data is lost, or subject to unauthorised access, the school may have had a data breach. This should be identified, manged and recorded by the school in a Breach Management Report in order to mitigate the impact on the data subject.

All of the above documents are available via the school website and it is important that when considering a complaint, that the compliance obligations of the school are known and understood.

26. If you have a data protection concern

You have the right to complain to a school if you think it has not handled your personal information responsibly and in line with their GDPR policies and procedures.

1.1 When can I complain to a school?

You can complain to a school about how it is handling your information if it:

- has not properly responded to your request for your personal information;
- is not keeping information secure;
- holds inaccurate information about you;
- has disclosed information about you;

- is keeping information about you for longer than is necessary;
- has collected information for one reason and is using it for something else; or
- has not upheld any of your data protection rights

In the first instance, you should give the school a chance to sort things out before making a Data Protection Complaint to the DPO. Many data protection complaints can be resolved quickly and easily with the school.

27. Making a complaint to the school DPO

Should the school be unable to resolve your concern, you may submit a Data Protection Complaint to the school's Data Protection Officer. The DPO is an independent data protection expert, who will assess your concerns against the school's compliance with the GDPR.
A complaint can be submitted via the Microsoft Form – Making a Data Protection Complaint, or by emailing a completed Word version of the Making a Data Protection Complaint Form (Appendix A).
The Data Protection Officer Details are:
Roger Simmons (DPO and GDPR Practitioner), Roger Simmons Ltd, rsimmonsltd@gmail.com
The DPO can also be contacted on 07704 – 838 512.
1.2 Your privacy and the DPO

Roger Simmons Limited provides Data Protection Support Services to schools, colleges and Trusts throughout the UK. It is registered with the ICO (Reg number: ZA498463) and is named by many schools as their DPO on their ICO registration.
When you submit a Data Protection Complaint Form, you will be asked to share some basic personal information to enable your complaint to be investigated and to enable contact to be made with you. Your information will only be shared with the school and only for the task of investigating your concerns.
Your information will be processed under the legal basis of consent as you have agreed to share your information to enable a review of your concerns and you have a legitimate interest in receiving information about your complaint.
Your personal information will only be kept digitally, within the Microsoft Office system, which offers end to end encryption. The data will be retained for a period of 12 months following resolution of the complaint, or 12 months following the decision of the ICO in the case of escalation. Your data will be securely deleted when no longer required.
The DPO's Privacy Notice is available on the DPO website, RSimmonsltd.com

28. The complaint process

The DPO needs information from you to investigate your complaint properly, so the complaint form is designed to prompt you to give the key information to help the DPO understand what's happened.
If you are acting on behalf of someone making a complaint, we'll ask for information to satisfy us of your identity and if relevant, ask for information to show you have authority to act on someone else's behalf.
When a complaint is received, the DPO will acknowledge your complaint and set up a case file. This includes your contact details and any other information you have provided about the other parties in your complaint.
No third parties have access to your personal information unless the law allows them to do so. However, as you are making a complaint about a school the DPO will usually have to disclose your identity to them when advising them that a complaint has been made.
The DPO will review your concerns to establish if the school has not followed its policies and procedures or if it has not complied with the UK GDPR. During the review the DPO may need to contact you or the school for further clarification of the facts. This means the DPO can clearly explain to the

school what you think has gone wrong. It also means we will usually receive information about you from them.
If you don't want information that identifies you to be shared with the school, the DPO will contact you to discuss the limitations of an anonymous complaint.
Following a review of the key information and clarification with the data subject and the school, the DPO will provide a brief summary of the complaint and the conclusion reached by the information available. The summary will be shared with the data subject and the school.
The summary may contain recommendations for the school or clarifications about the law for the data subject. It may also contain a suggested solution to resolve the complaint.
The complaint process should be concluded within a month and not subject to any undue delay.

29. Taking your complaint to the ICO

In the event that your complaint to the DPO is unresolved, you retain the right to make a complaint to the Information Commissioner's Office. The ICO is the regulatory body that will investigate and take regulatory action in line with its statutory duties.
The ICO has a complaint process on their website, which will help you raise your concerns. Before you submit a compliant to the ICO you should read the ICO guidance about "what to expect from the ICO".
The ICO can be contacted via:
Website: https://ico.org.uk/
Helpline: 0303 123 1113
Postal address: Information Commissioner's Office, Wycliffe House
Water Lane, Wilmslow, Cheshire, SK9 5AF

This Policy has been approved by the Governing Body of St Giles School at the meeting on 08/10/25

Signed:  Chair of Governors Date: 08/10/25

Signed:  Headteacher Date: 08/10/25

Appendix A – Data Protection Complaint Form - Making a Data Protection Complaint about a School

Purpose of this document

The Data Use and Access Act 2025 came into law on 19 June 2025, providing additional clarity to the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). A requirement of the law is for schools to have an independent Data Protection Complaint Process that can be used to help resolve concerns at a school level and avoid the need to escalate the complaint to the Information Commissioner's Office (ICO).

This document is designed to support the data subjects, schools and colleges who are supported by Roger Simmons Ltd, under a Data Protection Support agreement. Before considering a complaint about a school via this process, please check the school's GDPR documentation, or the ICO Register of Fee Payers, to ensure Roger Simmons is noted as the school DPO. If in doubt, please call Roger Simmons for confirmation.

The document sets out the key data protection responsibilities of schools, what you can do if you have a concern about how your data has been managed, how you can make a data protection complaint to the DPO and how you can escalate the complaint to the Information Commissioner's Office. At the end of this document, you will find a copy of the online Microsoft Form – Making a Data Protection Complaint About a School.

Much of the information contained in the document intentionally mirrors that provided by the ICO to ensure a fair and consistent approach is taken in assessing the concerns raised.

Data Protection in schools

Schools take the secure management of personal data very seriously. They must tell their pupils, parents, staff, volunteers and Governors what information they are processing, why they are processing it, who they may need to share the data with and the legal basis for processing their information. Schools will share this information, along with the data protection rights of individuals, in their Privacy Notices.

Schools must take measures to process and store information securely. This is documented in the school's Data Protection and Information Security Policy, along with the principles of data protection the school must follow.

When a data subject makes a request regarding their data protection rights, the school must respond to the request within a month. There are some exemptions to what the school is allowed to do and the time scale for response may sometimes be extended in certain circumstances.

If personal data is lost, or subject to unauthorised access, the school may have had a data breach. This should be identified, manged and recorded by the school in a Breach Management Report in order to mitigate the impact on the data subject.

All of the above documents are available via the school website and it is important that when considering a complaint, that the compliance obligations of the school are known and understood.

If you have a data protection concern

You have the right to complain to a school if you think it has not handled your personal information responsibly and in line with their GDPR policies and procedures.

1.3 When can I complain to a school?

You can complain to a school about how it is handling your information if it:

- has not properly responded to your request for your personal information;
- is not keeping information secure;
- holds inaccurate information about you;
- has disclosed information about you;
- is keeping information about you for longer than is necessary;
- has collected information for one reason and is using it for something else; or
- has not upheld any of your data protection rights

In the first instance, you should give the school a chance to sort things out before making a Data Protection Complaint to the DPO. Many data protection complaints can be resolved quickly and easily with the school.

Making a complaint to the school DPO

Should the school be unable to resolve your concern, you may submit a Data Protection Complaint to the school's Data Protection Officer. The DPO is an independent data protection expert, who will assess your concerns against the school's compliance with the GDPR.
A complaint can be submitted via the Microsoft Form – Making a Data Protection Complaint, or by emailing a completed Word version of the Making a Data Protection Complaint Form (Appendix A).
The Data Protection Officer Details are:
Roger Simmons (DPO and GDPR Practitioner), Roger Simmons Ltd, rsimmonsltd@gmail.com
The DPO can also be contacted on 07704 – 838 512.
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The summary may contain recommendations for the school or clarifications about the law for the data subject. It may also contain a suggested solution to resolve the complaint.
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The ICO can be contacted via:
Website: https://ico.org.uk/
Helpline: 0303 123 1113
Postal address: Information Commissioner's Office, Wycliffe House
Water Lane, Wilmslow, Cheshire, SK9 5AF
This form is used to gather basic information about you to enable the DPO to understand and investigate your concerns and to provide you with a response. The complaint process is not about your personal information – it is about the process the school has followed and whether that process has deviated from their policy / procedures or from the compliance requirements of the UK General Data Protection Regulation.
Please only include key facts, such as key dates. Where children are mentioned please use initials or references, such as my son / daughter. If you are referring to members of school staff you can use names, but please include their title when first mentioned, such as Headteacher / DSL.
Please submit the Microsoft Form via the website, or email a completed version of this form to rsimmonsltd@gmail.com
1.5 Please provide some information about you.

By providing this information you are aware it will be used by the DPO to help investigate and resolve your complaint.

What is your name	
What is your contact email address	
What is your contact phone number	

Whose information is this complaint about (you, son, daughter – initials and relationship)	

1.6 Please provide some information about the school you are making a complaint about.

By providing this information you are aware it will be used by the DPO to make contact with the school to discuss your concerns and to establish if the school has acted within the law.

What is the name of the school	
What is the school's address	
Who is your contact at the school	
What is the contact's job title	
What is the contact's email address	

1.7 Please provide some information about your communication with the school in respect to your personal data

By providing this information it will allow the DPO to understand your concerns and identify those details that will need to be gathered from you and the school to assess the complaint.

Do you have an on-going disagreement with the school (if so, please indicate the broad nature of the disagreement, without the inclusion of specific details)	
What aspect of data protection are you unhappy with (this may be access to your information, your individual rights, a data breach)	
Is there a specific issue / incident that you believe is not compliant with the school's obligations	
What harm / impact has the school's use of your data caused	
Have you already raised your concerns with the school (If so, what was the outcome)	
What would you like the school to do to resolve your complaint (key actions)	
Is there anything else you feel the DPO should be aware of when reviewing the complaint	

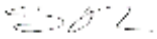
1.8 Please identify the chronology of the communications with the school and any relevant documents that may help understand the complaint

Can you share a brief chronology of the communication with the school	

(This need only relate to the aspect you wish to make a complaint)	
Can you identify any key documents that will support your complaint (The name of the document, when it was sent and who sent it to who is sufficient. The DPO may ask to see a copy of this information during the review)	

This Policy has been approved by the Governing Body of St Giles School at the meeting on 08/10/25

Signed:  Chair of Governors Date: 08/10/25

Signed:  Headteacher Date: 08/10/25

Date for next Review: Autumn 2026