



EMMANUEL SCHOOLS FOUNDATION

Complaint Form About How We Use Your Personal Data

Emmanuel Schools Foundation is committed to protecting your personal data and using it responsibly. If you have concerns about how we process your personal data, you can make a complaint using this form.

What happens next:

- We will acknowledge your complaint within 30 days
- We will investigate your concerns thoroughly
- We will keep you informed about the progress of our investigation
- We will advise you of the outcome without undue delay

If you would prefer to make your complaint by email or post, you can contact us at:

- **Email:** ctaylor@esf-mail.org.uk
- **Post:** DPO, Trinity House, Sixth Avenue, Blyth, Northumberland, NE24 2SY

You also have the right to complain to the Information Commissioner's Office (ICO) at any time:

- **Website:** www.ico.org.uk
- **Helpline:** 0303 123 1113

Your Name:	Your Relationship to the school/Trust: Parent/Carer / Student (current) / Student (former) /Staff member (current) / Staff member (former) / Governor/Trustee / Volunteer / Visitor / Other (please specify)
Your preferred contact method: • Email • Post • Telephone	
What is your complaint about? Please describe your concerns about how we have used your personal data (or the personal data of someone you are making this complaint on behalf of). Please include: • What personal data is involved • How you believe we have used it incorrectly • When this happened (if known) • Any other relevant details	
Whose personal data is this complaint about? • My own personal data • Someone else's personal data (I am making this complaint on their behalf) If "Someone else's personal data" please provide details of the person whose data this complaint is about: • Name: • Relationship to you: • Their permission: "I confirm that I have permission to make this complaint on their behalf, or I am their parent/legal guardian"	

What type of data processing is your complaint about? Please cross out those that are irrelevant

- How data was collected
- How data was used/processed
- How data was shared with others
- How long data was kept
- Accuracy of data held
- Security of data
- Response to a subject access request (SAR)
- Response to a request to correct/delete data
- Use of automated decision-making or AI
- Other (please specify)

Have you previously raised this concern with the school?

- Yes
- No

What outcome are you seeking?

Please tell us what you would like us to do to resolve your complaint. Examples might include:

- Stop using my data in a particular way
- Correct inaccurate data
- Delete certain data
- Provide information I requested
- Explain how my data has been used
- An apology

Do you have any supporting evidence or documentation?

If you have any documents, emails, screenshots or other evidence that support your complaint? If so please include these.

Is there anything else you would like to tell us?

Declaration

I confirm that:

- The information I have provided is true and accurate to the best of my knowledge
- I understand that Emmanuel Schools Foundation will investigate this complaint
- I understand that I will receive an acknowledgement within 30 days
- I understand that my personal data will be processed in accordance with data protection law for the purpose of investigating this complaint