

DATA PROTECTION AND PRIVACY INFORMATION

COMPLAINTS FORM



EKC Group welcomes feedback from students, parents/carers and members of the public about the services it provides and aims to use this feedback to continually improve its offer. When you submit feedback, we will process your data to help investigate and resolve any concerns or complaints. This privacy notice explains how we process your data for these purposes.

The Data Controller's registered address is:

EKC Group
Ramsgate Road
Broadstairs
Kent CT10 1PN

The Data Protection Officer's contact details are:

M: DPO@eastkent.ac.uk
T: 01843 605024

What data we collect about you:

- Name
- Contact telephone number
- Contact email address
- Details about your complaint (which may include the personal details of other data subjects that you disclose to us which is necessary for the purposes of investigating and resolving your concern/complaint)

We will use your data to:

- Administer EKC Group's Complaints Procedure.

We can legally use your data because:

- We are funded by the Education and Skills Funding Authority and are required to have a complaints procedure in place to meet our funding obligations. When we process data about complaints, we are therefore relying on the lawful basis of public task.

Who may have access to your data?

- You
- EKC Group staff who manage complaints
- Internal and external auditors including Ofsted inspectors

We will keep your data for:

- Up to 6 years

You have the right to:

- Access your data within 1 month of your written or verbal request
- Have your data amended if the details are incorrect
- Refuse processing of your data**
- Object to processing of your data**
- Have your data deleted**

** If you withdraw your consent to process your data, please be aware that we may not be able to assist with your complaint.

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How to lodge a complaint if you're not satisfied with the way we've managed your data

Firstly in writing to the DPO@eastkent.ac.uk. If you're still not satisfied you can contact:

The Information Commissioner's Office

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF

www.ico.org.uk