

DATA PROTECTION PRIVACY NOTICE

FEEDBACK, COMPLAINTS AND COMMENTS

This Privacy Notice explains what personal data the EKC Group collects and uses for the purposes of **our complaints and feedback service**. When you submit feedback, we process your data to help investigate and resolve your concerns or complaints. We will only use your data for these purposes, and we undertake to always keep your personal data confidential.

The Data Controller's registered address is:	EKC Group Ramsgate Road, Broadstairs, Kent, CT10 1PN
The Data Protection Officer's contact details are:	DPO@eastkent.ac.uk 01843 605024

What data we collect about you:

- Name
- Telephone number (optional)
- Email address (optional)
- Relationship to the Group
- Details of your feedback (this may include personal details of others that you disclose to us)
- Other details in relation to the complainant, student, staff member or other parties which is necessary for the purposes of investigating and resolving the matter, including in follow up correspondence

Where we get this data from:

- You
- Our existing systems, procedures and documents

We will use your data to:

- Administer our Complaints Policy
- Provide feedback to staff, students or Group leadership

Who may have access to your data:

- You
- Relevant EKC staff
- Internal and external auditors
- Awarding bodies, exam boards or other government agencies who may need to be involved
- Law enforcement agencies and safeguarding staff if appropriate

Normally, we do not store or transfer your personal data outside Europe. On the few occasions where this may happen you will be informed and advised of the appropriate safeguards that are in place.

We can legally use your data because:

- Public task – we are required to have a complaints process
- Legitimate interest – we are committed to improving our offer and welcome all feedback about our services

We will keep your data for:

- The Group will retain personal data for no longer than is necessary to fulfil contractual and regulatory obligations in line with our [Retention Schedule](#).
- We will keep your data for no more than six years.
- We will destroy your data via a confidential waste service at the end of the retention period.

You have the right:

- To be informed – about the personal data we process about you.
- Of access – have copies to your data, within one calendar month of your written or verbal request.
- To rectification – have your data amended if the details are incorrect/incomplete.
- To erasure – have your data deleted, in certain circumstances. **
- To restrict processing – ask us to restrict the processing of your data, in certain circumstances. **

- To object to processing – if we process your data because it forms part of our public tasks or is in our legitimate interests. **

** If you withdraw or limit your consent, please be aware that we will not be able to assist you with your concern/s.

How to complain if you are not satisfied with the way we have managed your data:

Firstly, if you have any concerns about our use of your personal data, you can make a complaint to us in writing in line with our Complaints Policy.

If you are still unhappy with how we have used your data after raising a complaint with us, you can complain to The Information Commissioner:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF | 0303 123 1113 | www.ico.org.uk