



## 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 how High Tunstall College of Science handles and uses with your personal data as part of the college's complaints process.

### Who are we?

High Tunstall College of Science is a data controller as defined by the UK GDPR. This means that we determine the purposes for which your personal data is processed and how it is processed. We will only collect and use your personal data in ways that are compliant with data protection legislation.

The college has appointed Veritau Ltd to be its Data Protection Officer (DPO). The role of the DPO is to monitor our compliance with the UK GDPR and the Data Protection Act 2018 and Data (Use and Access) Act 2025 (DUAA) and advise on data protection issues. If you would like to discuss this privacy notice or our use of your data, please contact Veritau or by contacting: Mr Peter E. Ireland, college Compliance Officer on 01429 261446 or by email at ([PIreland@hightunstall.hartlepool.sch.uk](mailto:PIreland@hightunstall.hartlepool.sch.uk)).

Schools DPO Service

Veritau

West Offices

Station Rise

York

North Yorkshire

YO1 6GA

[schoolsDPO@veritau.co.uk](mailto:schoolsDPO@veritau.co.uk)

01904 554025

*\*Please ensure you include the name of the college in all correspondence.*



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

As a college we are obliged to have a complaints procedure in place. As part of our complaints procedure, 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 college 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.

## **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 (Hartlepool Borough Council)
- Our appointed Data Protection Officer, (SIRO or SPOC), Designated 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 Headteacher, Mark Tilling. However, within the college 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 (Hartlepool Borough Council)
- Our appointed Data Protection Officer, (SIRO or SPOC), Designated Safeguarding Lead or SENCo.
- Ofsted
- Information Commissioner's Office
- Any other organisation and/or regulator when the college is legally required to disclose your information.

## **What is our lawful basis for processing your information?**

The college is legally required to operate a relevant complaints procedure as per the (Maintained Schools, VA Schools, VC Schools) Section 29(1) of the Education Act 2002 and the Data (Use and Access) Act 2025 (DUAA) Section 164A.

As such the college 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 college can process your data as part of the official authority vested in us by the above legislation.

## **Who has access to your personal data?**

Your information will only be made available to college employees where there is a need to investigate the complaint.

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

We will retain your information in accordance with our Records Management Policy and Retention Schedule. Statutory obligations determine the retention period for most of the information we process about you. Any personal information which we are not required by law to retain will only be kept for as long as is reasonably necessary to fulfil its purpose.

Generally, the college 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 college 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.

## **International transfers of data?**

Although we are based in the UK, some of the digital information we hold may be stored on computer servers located outside the UK. Some of the IT applications we use may also transfer data outside the UK.

Usually, your information will not be transferred outside the European Economic Area, which is deemed to have adequate data protection standards by the UK government. If your information is transferred outside the EEA, we will take reasonable steps to ensure your data is protected and appropriate safeguards are in place.

## **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.

You can exercise any of these rights by contacting: Mr Peter E Ireland, college Compliance Officer ([PIreland@hightunstall.hartlepool.sch.uk](mailto:PIreland@hightunstall.hartlepool.sch.uk)).

If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our DPO using the details provided above.

If we cannot resolve your concerns, then you may also complain to the Information Commission, which is the UK's data protection regulator. Its contact details are below:

The telephone helpline (0303 123 1113) is open Monday to Friday between 9 a.m. and 5 p.m. (excluding bank holidays). Alternative methods to report, enquire, register, and raise complaints are available on the ICO's website [here](#).

## **Artificial intelligence (AI)**

No AI functions are incorporated into the complaints system used by the college.

## **Media Copies**

Copies of the privacy notice are posted on the High Tunstall College of Science website electronically and are available in hard copy format from the college reception.

## **Changes to this notice**

We reserve the right to change this privacy notice at any time. We will normally notify you of changes that affect you. However, please check regularly to ensure you have the latest version.

This privacy notice was last reviewed 02 March 2026.