Appendix A

# **Formal Data Protection Complaint Form**

**Under the UK GDPR and the Data (Use and Access) Act 2025 (DUAA)**

This form is for you to raise concerns about how Ebor Academy Trust has handled your personal data or your data protection rights. We will acknowledge receipt of your complaint within 30 days and provide a full response without undue delay.

Please complete all sections clearly to help us investigate and resolve your concerns promptly.

## **Section 1: Your Details (The Complainant)**

| Field | Required Information |
| --- | --- |
| **Title (Mr/Mrs/Ms/Other)** |  |
| **First Name(s)** |  |
| **Last Name(s)** |  |
| **Address** |  |
| **Postcode** |  |
| **Primary Contact Number** |  |
| **Email Address** |  |
| **Are you complaining on behalf of someone else eg your child?** | **Yes -** please complete Section 2 and provide written authority.)  **No** |

## **Section 2: Details of the Data Subject (If different from Complainant)**

*If you are complaining on behalf of a third party, you must provide a signed Letter of Authority or other proof of legal representation. If you are the data subject, please skip to Section 3.*

| Field | Required Information |
| --- | --- |
| **Full Name of Data Subject** |  |
| **Relationship to Data Subject** |  |
| **Confirmation of Authority** | **I confirm that a Letter of Authority/Proof of Representation is attached.** **Yes or I confirm the data subject is under 12** |

## **Section 3: Details of Your Complaint**

### **A. Nature of the Complaint**

*Please highlight (electronic copy) or circle (scanned paper copy) the category that best describes your complaint. You can select more than one.*

| Category | Select |
| --- | --- |
| **Access/Subject Access Request (SAR)** | Not received a response, or the response was late/incomplete. |
| **Erasure/Deletion (Right to be Forgotten)** | Refusal to delete my data, or data remains after a request for deletion. |
| **Rectification** | Personal data held about me is inaccurate or incomplete, and a request to correct it has been ignored or refused. |
| **Unlawful Processing** | My data has been processed (collected, stored, used) without a valid legal basis or consent. |
| **Security/Data Breach** | My personal data has been lost, stolen, or improperly disclosed. |
| **Transparency/Privacy Information** | The privacy notice/information provided was unclear, incomplete, or misleading. |
| **Automated Decision-Making** | Objecting to a decision made solely by automated means without human involvement (DUAA). |
| **Other Data Protection Right** | Specify: |

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### **B. Description of the Complaint**

Please clearly and simply explain what happened, when it happened, and how you believe Ebor Academy Trust has failed to comply with data protection law. Please use additional sheets if necessary.

**(Date(s) the incident occurred or when you first became aware):**

**(Full Description of Complaint - include specific data, names, and departments if known):**

### **C. Desired Outcome**

*What would you like Ebor Academy Trust to do to resolve your complaint?*

| Desired Action | Select |
| --- | --- |
| Correct or update my personal data. |  |
| Delete my personal data. |  |
| Provide me with my personal data. |  |
| Stop processing my personal data in a specific way. |  |
| Provide a full explanation and apology. |  |
| Other (Please specify below): |  |

## **Section 4: Supporting Documentation**

| Document Type | Provided (Yes/No) |
| --- | --- |
| Proof of Identity (if requested by the DPO) | Yes / No |
| Letter of Authority (if applicable) | Yes / No |
| Other evidence (e.g., screenshots, email trails) | Yes / No |

**Total number of documents/pages attached:**

## **Section 5: Declaration and Consent**

By signing and submitting this form, I confirm that:

1. The information provided in this complaint form is accurate and complete to the best of my knowledge.
2. I understand that Ebor Academy Trust will process the personal data contained in this form only for the purposes of investigating and responding to my complaint, in accordance with our Data Protection Policy.

| **Signature of Complainant** |  |
| --- | --- |
| **Date** |  |

## **Submitting Your Complaint**

Please send the completed form and any supporting documents to the Data Protection Officer (DPO) at Ebor Academy Trustvia:

| Method | Contact |
| --- | --- |
| **Email** | dpo@ebor.academy |
| **Post** | Wendy Harrington, Ebor Academy Trust, The Leyes, Osbaldwick Yo10 3PR |

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### **Our Commitment to You:**

* Acknowledgement: We will acknowledge receipt of your complaint within 30 days.
* Response: We will conduct an appropriate investigation and provide you with an outcome without undue delay.

If you are dissatisfied with our response, you have the right to refer your complaint to the Information Commissioner's Office (ICO).