



David Ross Education Trust

Broadening Horizons

Privacy Notice – Complaints



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1. Introduction

- 1.1. The purpose of this Privacy Notice is to explain how the Trust collects, stores and uses personal data about individuals when handling complaints.
- 1.2. In order for us to respond to your request it is necessary for us to collect and process personal information about you as outlined in this Privacy Notice.

2. The Categories of Personal Data DRET Holds for Complaints

- 2.1. The David Ross Education Trust is the data controller for complaints and we have a legal obligation to process your personal information.
- 2.2. For the purposes of handling complaints we will collect and process the following information:
 - Your name (if you provide it)



6.2. Your personal data will be kept in accordance with timelines specified in the Trusts Record Retention Policy.

7. Data Sharing

7.1. Stage 1 and 2 Complaints: When you make a complaint, we will need to show some of the information you give us to other people in the Trust (See Complaints Policy). For example, we will investigate an investigating officer, this will be either a Trust level manager or a senior individual within an academy. In nearly all cases, we will share some of the information you give us with the Academy you have complained about, so they can respond to our enquiries.

7.2. Stage 3 Complaints: When request for a complaint to be escalated beyond Stage 2, we will need to sh we will in10



11. Contact Details

11.1. If you have any questions, concerns or would like more information about anything mentioned in this Privacy Notice, please contact our DPO, details below:

- George Selby, Data Protection Officer, David Ross Education Trust, Dataprotection@dret.co.uk
- The postal address of the Trust is:

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