

INFORMATION RELATING TO COMPLAINTS AND COMPLIMENTS

The information that you give us

To ensure your matter is dealt with appropriately, the College will require the following information:

- Complainant contact details: name, address, email, telephone number
- Student details if not complainant: name and ID number

The uses made of your personal information

- To enable us to respond to the you
- Ensure we are talking about the right student
- To check if we need consent from a student if a complaint is made on their behalf

The legal basis on which we collect and use your personal information

- We are a public body with an obligation to collect data on complaints and compliments

How long we keep your personal information

- 6 years after the last action on your complaint/compliment

How we share your personal information

- **College staff** – We use a ‘permissions’ system to make sure that staff only have access to the information they need to carry out their jobs.
- We share anonymised complaint statistics with external bodies such as **Ofsted** and the **Office of the Independent Adjudicator**
- The college will not share personal information with anyone outside of the college without your consent
- Your **employer** if you are a student on a work placement.

How we transfer your personal information outside of Europe

- We do not store or transfer your personal data outside Europe.

Your rights over your personal data

- the right to make a complaint to the Information Commissioner’s Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO’s website for further information about this (<https://ico.org.uk/>);
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information;
- the right to ask us to correct any errors in your personal information;
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information;

- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information;
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you; and
- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means, to ask us to provide you with a copy of your personal information in a structured, commonly-used, machine-readable format.

If you request that your data is not processed by us, please be aware that we will not be able to provide a response to your complaint.

Changes to our Privacy Notice

We keep our privacy notice under regular review. If any changes are made to our privacy notice in the future we will contact you.

How to contact us

If you want to make a complaint about the way we have processed your personal information, please contact:

Write to us:

Data Protection Officer
Joseph Chamberlain Sixth Form College
1 Belgrave Road,
Highgate Birmingham
B12 9FF

Call us: 0121 446 2200

Email us: dataprotection@jcc.ac.uk

If you have a data protection concern that cannot or has not been resolved by the College, you have the right to raise it with the data protection regulator, the Information Commissioner's Office (ICO)

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/>

Joseph Chamberlain College Privacy Notice (updated August 2022)