

Data Protection Complaints Procedure

This procedure is exclusively for dealing with complaints in relation to the operation of the Data Protection and Breach Management Policy. Where you are dissatisfied with the way that any Data Protection issue relating to yourself, or a pupil, has been dealt with, and you have been unable to obtain satisfaction through discussion with the staff member dealing with the matter, you are encouraged to use the following procedure.

1. Your complaint should be made in writing addressed to Data Protection Officer:
Bulletproof Cyber Limited
Address: Unit H Gateway 1000, Whittle Way, Stevenage, SG1 2FP
Email: dposupport@bulletproof.co.uk
2. Your complaint will be acknowledged and consideration given to the best way of dealing with it. You will be informed within 7 working days of the way the complaint will be dealt with and a timescale of when a substantive response will be made. If any indicated timescale is not met you will receive an explanation for this and an updated timescale.
3. If you are dissatisfied with the substantive response, you may wish to pursue the matter with the Information Commissioner by writing to: Customer Contact, Information Commissioner's Office, 4th Floor, No.3 Circle Square, 5 Hawkshaw Street, Manchester, M1 7BL. Telephone number: 0303 123 1113, or by e-mailing casework@ico.org.uk .