

Privacy Notice for Data Subject Rights Requests (including complaints)

1. Who We Are

This privacy notice explains how Castle Vale Nursery School ("the School") processes and protects your personal data and provides information about your rights in relation to the personal data Castle Vale Nursery School holds about you.

Castle Vale Nursery School is the data controller for your personal data and is subject to UK data protection laws. when you make a data subject rights request.

To submit a Subject Access Request (SAR), please email SAR@castlevalenursery.co.uk. To submit any other data subject rights request, please email informationmanagement@castlevalenursery.co.uk. To make a complaint about how you believe Castle Vale Nursery School has handled your personal data, please follow Castle Vale Nursery School's Data Protection Complaints Procedure.

You can contact our Data Protection Officer by emailing informationmanagement@bcu.ac.uk

2. What Personal Data We Collect

Living individuals (data subjects) have a number of rights under data protection laws. When you submit a request related to one of those rights (for example, a Subject Access Requests (SAR), Rectification Request, Erasure Request, Data Portability Request, Restriction Request, Objection Request or request for human interaction in an automated decision-making process including profiling) or a complaint related to any of the above, you provide Castle Vale Nursery School with personal information including your name and contact details and any other personal information you choose to include.

When you submit a data subject rights request (including complaints), we will collect and process personal data such as:

- Your name and contact details
- Your relationship with the School (e.g. parent, carer, staff member, applicant)
- Details of your request or complaint
- Any personal data included in your correspondence
- Supporting evidence you provide
- Records created by the School during the handling of your request

Where relevant, this may include information about:

- Your child
- School records, communications, or internal investigations

The legal basis for Castle Vale Nursery School processing this personal information is 'legal obligation' as we have a legal obligation to respond to the request or related complaint. You might choose to include some information called 'special category personal data' under data protection law. We encourage you to only provide us with the minimum information we need in order to carry out your request.

Special Category Data

You may choose to include **special category personal data**, such as:

- Health information (including mental health)
- Ethnicity or race
- Religious beliefs
- Other sensitive personal information

We ask that you only provide **the minimum information necessary** for us to process your request.

The special condition permitting the processing of the special category personal data depends on the context. Where such data is processed, we rely on additional legal conditions under UK GDPR (Article 9), such as:

- Employment, social security, and social protection law
- Substantial public interest
- Only if no other conditions of processing apply, we will rely on your explicit consent.
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3. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Legal obligation** – to comply with data protection law and respond to your request
- **Public task** – to carry out our duties as a maintained nursery school
- **Legitimate interests** – to manage and improve our internal processes

4. How we use your Personal Data and how long it's kept

We use your personal data to:

- Respond to your request or complaint
- Verify your identity
- Locate and review relevant records
- Communicate with you about your request
- Make decisions and provide outcomes
- Maintain records for audit, compliance, and monitoring purposes

Castle Vale Nursery School will use your personal data to help respond to your request or related complaint. We usually keep your request documentation on file for up to the last action plus 6 years, unless there is an identified need to keep it for longer. We may keep your name, relationship with the school and date of the request (or related complaint) on a register for 10 years for monitoring purposes.

5. Who Can Access Your Data

Your personal data will only be accessed by staff who need it to handle your request, such as:

- Senior leadership
- Data protection lead / designated staff
- Relevant administrative or safeguarding staff (where appropriate)

We ensure that:

- Access is restricted
 - Information is handled confidentially
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6. Sharing Your Personal Data

We will only share your personal data where necessary, including:

- With relevant school staff involved in responding to your request
- With professional advisors (e.g. legal or data protection advisors)
- With external organisations where required to fulfil your request
- With regulators such as the **Information Commissioner's Office (ICO)** where applicable
- Where we are required to do so by law

Your personal data will **not be shared unnecessarily** with third parties.

7. Data Security

We take appropriate security measures to protect your personal data, including:

- Secure electronic systems
- Password protection and access controls
- Locked storage for paper records
- Confidential handling procedures

All data is stored within the UK or in accordance with data protection requirements.

8. Data Retention

We will retain your personal data as follows:

- Full request records: typically retained for **up to 6 years after the final action**
- Basic records (e.g. name, request type, date): may be retained for **longer (up to 10 years)** for monitoring and audit purposes

We may retain information for longer where required by law or where there is a legitimate need.

9. Your Rights

You have the right to correct or update your personal data at any time. You have the right to request access to your personal data. You have the right to request the restriction of the processing of your personal data. To correct or update your personal data in relation to your request or to retract your consent for the processing of any special category data within the request or complaint, or to retract the request itself, please email informationmanagement@castlevalenursery.co.uk unless it relates to a Subject Access Request, in which case please

email SAR@castlevalenurseryschool.co.uk. To read more about your rights please go to the IC website <https://ico.org.uk/for-the-public/>.

If you are not satisfied with the response to your rights request, please follow Castle Vale Nursery School's Data Protection Complaints Procedure. If you are not content with how we handle your information, please follow our Data Protection Complaints Procedure. If you have used that procedure and are unsatisfied with the response you have received, you then have the right to complain directly to the Information Commission. You can find out more about this on the [IC's complaints website](#).

10. Further Information

You can find more information about data protection rights on the ICO website:

<https://ico.org.uk/for-the-public/>