

PRIVACY NOTICE for ACADEMIC QUALITY OFFICE - COMPLAINTS

PRIVACY NOTICE DETAILS:

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Approving body	Executive Group
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Date of next review	<i>See departmental schedule</i>
Authors	Academic Registrar & DPO.
Responsible Executive Group area	Registrar and Secretary
Related policies and documents	Data Protection Policy
Benchmarking	n/a

THE GLASGOW SCHOOL OF ART

PRIVACY NOTICE

ACADEMIC QUALITY OFFICE – COMPLAINTS

When you submit a complaint, GSA records and uses your personal data to process the complaint.

The personal information you submit and the outcome is recorded in a Cognito Form. Cognito is an external corporation, owned and operated by Cognito, LLC, a South Carolina limited liability corporation based in USA. It allows GSA to build forms offered through its URL www.cognitoforms.com.

GSA wholly owns the Forms built via Cognito and Cognito has no rights over the content within the Forms, our Profile, Entries and materials uploaded.

To ensure your data is secure, a data processing agreement is in place between Glasgow School of Art and Cognito LLC.

GSA will only share contents of the Form internally, with those who have a legitimate interest in the complaint for example, the Programme Leader, the Complaints Investigator, the person being complained about.

GSA will also ensure that special category data is protected and will seek explicit consent where special category data applies.

If you have any queries regarding the above, please contact us at complaints@gsa.ac.uk

Data Protection Information

If you have any questions about or wish to discuss any aspect of this Privacy Notice, please contact one of the Registrar and Secretary's Data Protection Coordinators:

Virginia Toyi: V.Toyi@gsa.ac.uk

Sheila Kay Sh.Kay@gsa.ac.uk

GSA's Data protection Officer is Tom McDonnell – DataProtection@gsa.ac.uk

You have the right to lodge a complaint against GSA regarding data protection issues with the Information Commissioner's Office – (<https://ico.org.uk/concerns/>).