



Llantilio Pertholey **Church in Wales Primary School**

Information Requests Policy

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The School's Governing Body are responsible for the maintenance of this policy.

1. Introduction

Some information we hold may be available under the Freedom of Information Act 2000, and Environmental Information Regulations 2004.

Some information which we hold may not be made public, for example personal information. This information may be available to the data subject under UK General Data Protection regulations (GDPR) and Data Protection Act (DPA) 2018.

Please see our *Publication Scheme* for a list of information we proactively publish.

2. Freedom of Information and Environmental Information Regulations

Llantilio Pertholey Primary School adheres to Monmouthshire County Council's corporate Freedom of Information (FOI) policy. FOI and Environmental Information Regulations (EIR) requests are supported by Monmouthshire County Council's Information Governance team.

You can contact them at freedomofinformation@monmouthshire.gov.uk, 01633 644644 or by post at Freedom of Information, County Hall, Usk NP15 1GA.

All FOI requests must be made in writing.

3. Subject Access Requests and Educational Record Requests

Subject Access Requests as explained in the UK GDPR and DPA 2018 relate to personal data i.e. you or your child's records. Educational Record Requests (ERRs) relate to only the educational data held by the school. Both types of requests are supported by Monmouthshire County Council's Data Protection Officer.

Your request can be made to either the Head Teacher at LlantilioPertholeyPrimary@monmouthshire.gov.uk, by post at Llantilio Pertholey Primary School, Hillgrove Avenue, Mardy, Abergavenny NP7 6LZ or 01973 853746 or the Data Protection Officer at dataprotection@monmouthshire.gov.uk, by post at Data Protection, County Hall, Usk NP15 1GA or 01633 644744.

4. Feedback and Complaints

We welcome any comments or suggestions you may have about the scheme. If you want to make any comments about this policy or if you require further assistance or need to make a complaint then initially this should be addressed to:

Helen King, Head Teacher

Llantilio Pertholey Primary School, Hillgrove Avenue, Mardy, Abergavenny NP7

If you are not satisfied with the assistance that you get or if we have not been able to resolve your complaint and you feel that a formal complaint needs to be made then this should be addressed to the Information Commissioner's Office. This is the organisation that ensures compliance with the Freedom of Information Act 2000 and that deals with formal complaints.

The Information Commissioner's Office may be contacted via:

<https://ico.org.uk/global/contact-us/>

Information Commissioner's Office
2nd Floor Churchill House
Churchill Way Cardiff
CF10 2HH
Telephone: 0330 414 6421
Email: wales@ico.org.uk