

Data Protection Complaints Procedure

EMTA Theatre Academy Limited | info@emta.uk | emta.uk

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How to raise a concern about the handling of personal information

How to make a complaint

Anyone who is concerned about how EMTA has handled their personal information, or their child's personal information where they are entitled to act on the child's behalf, can make a data protection complaint by emailing info@emta.uk. Please state that the message is a data protection complaint and include enough information for us to understand the concern.

What EMTA will do

1. Record the complaint and the date received.
2. Acknowledge receipt within 30 days. If the investigation is completed within that period, the acknowledgement and outcome may be combined.
3. Take appropriate steps to investigate without undue delay. This may include reviewing relevant records, speaking to staff and checking the lawful basis, privacy notice, consent record or security logs.
4. Keep the complainant appropriately informed if the investigation is ongoing.
5. Provide the outcome without unjustifiable or excessive delay, explain the decision and set out any action EMTA will take.
6. Tell the complainant that they may complain to the Information Commissioner's Office if dissatisfied.

Fair handling

A complaint should, where practical, be reviewed by someone who was not directly responsible for the matter complained about. EMTA will make reasonable adjustments where needed and will not disadvantage a student because a genuine data protection concern has been raised.

Records

EMTA will keep a complaints log recording the issue, acknowledgement date, investigation steps, outcome, remedial action and closure date. Complaint records will be retained in line with the Retention Schedule and any relevant legal/insurance hold.