

Procedures for Complaints of Breach or Unauthorized Release of Personally Identifiable Information

Parents, eligible students (18+ yo), teachers and other Success Academy employees may submit a complaint regarding a breach or unauthorized release of personally identifiable information in writing to the:

General Counsel and Data Protection Officer
Success Academy Charter Schools
95 Pine Street, Floor 6
New York, NY 10005

Upon the receipt of such a complaint:

1. The Data Protection Officer shall promptly acknowledge the receipt of the complaint.
2. The Data Protection Officer shall promptly conduct an investigation and issue a report of findings to the complainant.
3. The Data Protection Officer shall determine whether notice of an unauthorized release of personally identifiable information must be provided to government agencies and/or private individuals pursuant to state or federal data privacy laws, and shall send such notice if required.
4. The Data Protection Officer shall take any necessary remediations and precautions to protect personally identifiable information in accordance with state and federal laws and Success Academy's Data Security and Privacy Policy.
5. The Data Protection Officer shall maintain a record of all complaints of breaches or unauthorized releases of student data and their disposition in accordance with applicable data retention policies.