



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

Parents, eligible students (18+ yo), teachers, and other Challenge Charter School employees may submit a complaint regarding a breach or unauthorized release of personally identifiable information in writing to Annella Samuels, data protection officer at [asamuels@challengecharterschools.org](mailto:asamuels@challengecharterschools.org) or via mail to the following address:

Annella Samuels  
Data Protection Officer  
Challenge Charter School  
15-26 Central Avenue  
Far Rockaway, NY 11691

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 Challenge Charter Schools'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.