



the ict service.

DPO Service (UK GDPR) Annual Audit Guidance and Agreement

Author: The ICT Service

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email: support@theictservice.org.uk
website: www.theictservice.org.uk
telephone: 01223 752111

Important information

In accordance with [ROPA guidance](#) alongside requirements documented by the [ICO](#), you need to demonstrate that you have introduced appropriate Data Protection policies as per UK GDPR [Article 24](#) (which is the responsibility of the Data Controller i.e. the school).

All schools should complete Annual Reviews.

- For those new to our DPO Service (UK GDPR) we expect to receive your first annual review within your first two terms of subscription with The ICT Service.
- Thereafter, all schools should continue with spot checks and updates to your audit, with termly monitoring as a minimum.

This will support you to report to governors/trustees for good governance and accountability and we welcome annual submissions for feedback.

The Audit Process

Your audit should include a review of:

- ICO Registration.
- **All** Data Protection documentation (including consent).
- Your Information Asset Register / Audit and associated Data Privacy Impact Assessments (DPIAs).
- Breach (internal) log records (for accuracy).
All escalated data breaches will be followed up by the ICT Service DPO Consultant, and a record will be held in our system for our records.
- SAR documentation (which should detail names of data subjects making requests and associated completion timescales).
- Data protection training records. This should detail dates and names of individuals who have received training and where appropriate when next data protection training is scheduled for.
- Your Retention Schedule – check monitoring (destruction log should be made available).
- A report compiled by the DPO Consultant following the audit for the school, detailing recommendations. This will include a timeline of any updates (where required) and when they should be completed by.

Upon successful completion of this exercise, the DPO consultant can provide an associated overview report for Governors upon request.

Audit submissions should be sent to gdpraudit@theictservice.org.uk

All other support requests should be raised in the usual way:

Contact Channels

- Phone: 01223 752111 (Option 4)
- Email: DPO@theictservice.org.uk
- Email; Audit@theictservice.org.uk
- Support Portal: theictservice.myportallogin.co.uk

Contact Roles

- Data Protection Officer: Donna Flynn
- GDPR Practitioner and Learning Technology Consultant: Jo Puckering
- Head of Service: John Chapman - John.Chapman@theictservice.org.uk – 01223 752111
 - Compliments: compliments@theictservice.org.uk
 - Complaints: complaints@theictservice.org.uk

Support Hours

- Standard Support Hours: Monday to Friday, 8.00am – 5:00pm (4.30pm on Fridays) excluding UK public holidays.