

Data Protection Complaints Policy & Procedure

Benefice of Holy Innocents Church, Great Barton and St Peter's Church, Thurston

1. Purpose

This policy sets out the procedure for individuals (Data Subjects) to raise concerns or complaints about how the Benefice of Holy Innocents and St Peter's churches, processes their personal data. This ensures compliance with the UK GDPR, the Data Protection Act 2018, and the Data (Use and Access) Act.

2. Scope

This applies to any individual whose personal data is processed by the organisation, including employees, clients, and customers. It covers complaints about:

- Mishandling of personal data
- Breaches of data protection rights (e.g., Subject Access Requests)
- Inaccurate or unlawful use of personal data

3. How to Make a Complaint

Complaints can be submitted in writing via email or post to our Data Protection Team:

- **Email:** admichurch64@gmail.com
- **Post:** 18 Blackbird Close

Thurston
Bury St Edmunds
Suffolk IP31 3PF

To help us investigate effectively, please provide:

- Your full name and contact information
- A clear description of your concerns
- Relevant dates, evidence, or previous correspondence
- Complete Benefice Compliant form ([1](#))

Note: If you are complaining on behalf of someone else, we will require proof of authority to act (e.g., signed written consent).

4. Complaint Handling & Timeline

We operate a fair, impartial, and accessible complaints process:

1. **Acknowledgement:** We will acknowledge your complaint in writing within 30 days of receipt.
2. **Investigation:** Our Data Protection Officer (DPO) or Data Protection Lead will review the complaint and consult relevant departments. The investigation will begin without undue delay.
3. **Response:** We will issue a written outcome explaining the findings and any corrective actions taken.

5. Escalation

If you remain dissatisfied with our internal handling of your data protection complaint, you have the right to escalate your concerns to the UK regulator:

Information Commissioner's Office (ICO)

- **Website:** [ICO Make a Complaint](https://ico.org.uk/make-a-complaint)
- **Helpline:** 0303 123 1113

6. Record Keeping

All complaints, investigation notes, and outcomes will be logged securely and retained in accordance with our data retention schedule and accountability principles under the UK GDPR.