

Data Protection Complaints

Methods of making a complaint

There are a variety of ways you can make a complaint regarding your data. In the event of a complaint, you are free to choose the method. The method you opt to utilise will in no way impact the efficiency in which we handle the complaint.

- Via email: st@baptist-heartofengland.org
- Via phone: 07305 051770
- Via post: HEBA, 480 Chester Road, Sutton Coldfield, West Midlands B73 5BP

This list is not exhaustive, and we will consider with the upmost seriousness complaints received via other channels, including social media. If a complaint is made via social media, we will ask for an alternative method of contact in which to respond to the complaint.

We will comply with our duty to make reasonable adjustments to our data protection complaints process for disabled people under the Equality Act 2010. If you feel that you would benefit from any adjustments to our data protection complaints process, you should raise this with us when making your complaint.

Responses to children

Children have the right to make a complaint pertaining to their data and we will respond in clear, plain language throughout the complaints process. We will also adhere to our obligations in assessing the competence of the child to understand and exercise their rights.

Our response

In line with the Data (Use and Access) Act 2025 we will respond to your complaint in a timely manner and within the period of 30 days.

If there any doubts pertaining to your identity, we may request proof of ID prior to investigating your complaint.

If a complaint is made by a third party on your behalf, we will seek confirmation from the third party that they are instructed to represent you. If this is not acquired, or we are dubious as to the validity of the letter of authority, we will contact you to ensure the third party is instructed to act on your behalf.

We may need to contact you for further information during the complaints process. Should a complaint be particularly complex or comprise of particularly serious issues, the complaint will take longer to investigate and resolve.

Following our investigation, without undue delay we will inform you of the outcome. We will explain our findings, advise as to whether the complaint is upheld (be that in full or

in part), explain any action taken or proposed and in the event no action is taken we will specify the reasoning for that decision.

If you are dissatisfied with the decision the matter can be referred to a more senior member of staff who will review the original decision.

Staff

Complaints can be made to any staff member and are not limited strictly to the Data Protection Officer of HEBA, Sarbjit Thapar. Staff have been informed of the need to recognise data protection complaints and where said complaints are to be channelled.

Record Keeping

1) We will keep a record of:

- the date we receive the data protection complaint
- our acknowledgement
- any relevant conversations and documents
- the outcome of the complaint; and
- any actions we take because of our investigation.

2) We will use these records to demonstrate compliance, for audit and monitoring purposes, training, to support consistent handling and to identify recurring issues, trends or areas for organisational improvements or remediation.

3) We will not retain personal data relating to complaints for longer than is necessary. More information on our retention periods is set out in our privacy notices.

Complaints to the Information Commissioner's Office (ICO)

1) You have the right to make a data protection complaint at any time to the Information Commissioner's Office (ICO).

2) The ICO's contact details are as follows:

The ICO's address: Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113, ICO website: <https://www.ico.org.uk>