

St Hugh's College Data Protection Complaints Form

LEGAL OBLIGATIONS

Data protection law says we must:

- give people a way of making data protection complaints to us;
- acknowledge receipt of complaints within 30 days of receiving them;
- without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and keep people informed; and
- without undue delay, tell people the outcome of their complaints.

WHAT ARE DATA PROTECTION COMPLAINTS

If you consider that the College has infringed data protection legislation because of the way it has handled your personal information (or the personal information of someone you're acting on behalf of), you can submit a complaint.

In order to complain, you don't have to use legal terms or quote sections of the legislation.

For example, people may submit complaints about:

- the way the College has responded to a subject access request (SAR), or other rights request;
- the security measures used to store their information (e.g. someone who has been impacted by a data breach, regardless of whether it's reportable to the ICO); or
- how the College has collected or used your personal information (e.g. where it has been stored, how long it has been kept for, or its accuracy).

OUR COMPLAINTS PROCEDURE

What do we do when we receive a complaint?

Step 1: Acknowledge the complaint

The College will acknowledge receipt of the complaint within 30 days using the complainant's preferred contact method (e.g. electronically, in writing or verbally).

The 30 days start the day after the complaint is received, regardless if this day falls on a weekend or a public holiday.

If the last day to acknowledge the complaint falls on a weekend or public holiday, we have until the next working day to provide an acknowledgement.

Step 2: Investigate the complaint

Any complaints will be investigated without undue delay by gathering as much information as required, including:

- looking at all the relevant facts thoroughly, fairly and accurately;
- speaking to relevant members of staff;
- comparing the information from the complaint with the information the College holds; and
- checking that the College has upheld its own terms, policies and standards.

Complainants may be asked to provide more information or to clarify what outcome they're looking for. This may help the College to narrow the scope of the investigation and resolve the complaint quickly.

Our obligation to investigate begins when we receive the complaint, not after the 30-day acknowledgement period.

St Hugh's College Data Protection Complaints Form

The College will make an appropriate level of enquiries based on the circumstances of each complaint. The College is not required to take steps that would be unreasonable or disproportionate, which will always depend on the circumstances.

Step 3: Keep the complainant informed

The College will keep the person making the complaint updated on the progress of the investigation without undue delay. We will keep the complainant up to date with timeframes and explain any delays.

Step 4: Provide an outcome to the complainant

Having completed an investigation, the College will let the complainant know the outcome without an unjustifiable or excessive delay. If we are able to investigate the complaint and provide an outcome within 30 days, we are not required to provide an acknowledgement and outcome separately.

The College will explain what it has done to resolve the data protection complaint and, where appropriate, any actions taken as a result.

If the complainant is unhappy with the outcome, people have the right to complain to the ICO online using this link: <https://ico.org.uk/make-a-complaint/data-protection-complaints/?p=start>

Step 5: Record actions and review the lessons learned

Once the College has provided an outcome, the complaint will be formally recorded and the College will review what happened to consider if there's anything to be learned or improve on to prevent future complaints. The College will only keep personal information for as long as it needs it, in line with its Retention Policy.

FORM SECTIONS

SECTION 1

Please fill in your details.

| |
|---|
| Title: Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other _____ |
| Surname / Last Name / Family Name: |
| Date of Birth: |
| Address: |
| Post Code: |
| Day Time Telephone Number(s): |
| Preferred method of response: Online (details sent via email <input type="checkbox"/> - please supply an email address |

St Hugh's College Data Protection Complaints Form

To my address

I am enclosing the following copies as proof of identity (you must supply at least two items from this list):

Birth certificate Driving licence Passport An official letter to my address

If none of these are available, please email data.protection@st-hughs.ox.ac.uk for advice.

SECTION 2

Please complete this section of the form with your details if you are **acting on behalf** of someone else.

Title: Mr Mrs Ms Miss Other _____

Surname / Last Name / Family Name:

Date of Birth:

Address:

Post Code:

Previous Addresses:

Post Code:

Day Time Telephone Number(s):

Proof of identity (as per page 1)

I am enclosing the following copies as proof of identity:

Birth certificate Driving licence Passport An official letter to my address

If none of these are available, please email data.protection@st-hughs.ox.ac.uk for advice.

What is your relationship to the data subject? (e.g. parent, carer, legal representative)

St Hugh's College Data Protection Complaints Form

I am enclosing the following copy as proof of legal authorisation to act on behalf of the data subject:

Letter of authority Lasting or Enduring Power of Attorney Evidence of parental responsibility

Other (give details)

| | |
|---|-------|
| Signature: | Date: |
| OR | |
| Authorised person – Declaration (if applicable): I confirm that I am legally authorised to act on behalf of the data subject. I understand that St Hugh's College is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request. | |
| Name: | |
| Signature: | Date: |

If you have any questions regarding this form or the College's Data Protection Complaints Procedure, please contact the Data Protection Officer - data.protection@st-hughs.ox.ac.uk