



The Brentwood Roman Catholic Diocese Trustee Data Protection Complaints Policy

1. SCOPE

This procedure addresses complaints from data subject(s) related to the processing of their personal data, the Brentwood Roman Catholic Diocese Trustee's (Diocese of Brentwood) handling of requests from data subjects and appeals from data subjects on how complaints have been handled.

2. RESPONSIBILITIES

All Employees/Staff are responsible for ensuring that any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer / GDPR Owner. Data Officer / GDPR Owner is responsible for dealing with all complaints in line with this procedure.

3. PROCEDURE

- The Diocese of Brentwood has the contact details of the Data Protection Officer published on its website, clearly under the 'Privacy Notice' section.
- The Diocese of Brentwood has clear guidelines on its website that enable the data subject to lodge a complaint.
- The Diocese of Brentwood clearly provides data subject(s) with the privacy notice by publishing it on its website within the Contact information section.
- Data subjects can complain to the Diocese of Brentwood about:
 - how their personal data has been processed
 - how their request for access to data has been handled
 - how their complaint has been handled
 - Appeal against any decision made following a complaint.
- Data subject(s) lodging a complaint with the Diocese of Brentwood can do so by the contact form published on the company website, and/or via email direct to the Data Protection Officer as published on the company website (Privacy Notice).
 - Complaints received via the contact form are directed to The Data Protection Officer for resolution.
 - Complaints are to be resolved within 30 days
 - Appeals on the handling of complaints are to be resolved within a further 30 days.

If the Diocese of Brentwood fails to act on a data subject's access request within the appropriate time frame, or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. The Diocese of Brentwood will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, the Diocese of Brentwood provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.