DATA PROTECTION COMPLAINTS: HOW TO MAKE A COMPLAINT

Step 1 - Getting Started

Email privacy@hac.org.uk or alternatively call - 020 7382 1537. You will need to give us your name and contact details, explain your concern and provide any relevant dates or supporting information. Someone else can contact us on your behalf, provided you authorise them to do so.

Step 2 - Checking your Details

We will confirm that we have received your complaint within 30 days and we'll explain the next steps. We may ask you to verify your identity. If someone is acting on your behalf, we may ask for proof of their authority and verify both identities. We will tell you what we need from you to be able to do this.

Step 3 - Investigating

We will begin investigating your complaint as soon as possible. This may involve reviewing any information you have sent us as well as our own records, systems and communications. We may ask to speak to you and we may speak with our own staff, partners or data processors, and request further information where required.

Step 4 - Responding

We will write to you with the outcome of our investigation, including our findings, decision, reasoning, and any action we are taking. If your complaint is upheld, we will work with you to resolve the issue.

Step 5 - Further Options

You can ask us for an internal review of our findings and response or raise your concerns with the Information Commissioner's Office (ICO). Details of how to do this will be included in our response. More information is available in our Privacy Notice.