

# DPO GDPR COMPLAINTS PROCEDURE (TIER 2)

## Document Control

Reference: DPO GDPR

Complaints Procedure

Issue No: V1.0

Issue Date: 31 Aug 2018

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## 1. Scope

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

## 2. Responsibilities

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

## 3. Procedure

- 3.1 DPO has the contact details of its Data Protection Officer / GDPR Owner published on its website, clearly under the 'Contact us' section.
- 3.2 DPO has clear guidelines on this page and that enables the data subject to lodge a complaint.
- 3.3 DPO clearly provides data subject(s) with the DPO GDPR Data Privacy Policy Notice by publishing it on its website, clearly under the 'Contact us' section and relative to the complaints form submission.
- 3.4 Data subjects are able to complain to DPO about:
  - 3.4.1 how their personal data has been processed
  - 3.4.2 how their request for access to data has been handled
  - 3.4.3 how their complaint has been handled
  - 3.4.4 appeal against any decision made following a complaint.
- 3.5 Data subject(s) lodging a complaint with the DPO's Data Protection Officer are able to do so by contact form published on the company website, and/or via email direct to the Data Protection Officer as published on the company website.
  - 3.5.1 Complaints received via the website contact form are directed to the Data Protection Officer for resolution.
  - 3.5.2 Complaints are to be resolved within one month.
  - 3.5.3 Appeals on the handling of complaints are to be resolved within one month.
- 3.6 If DPO fails to act on a data subject's access request within one month, or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. DPO will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, DPO provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

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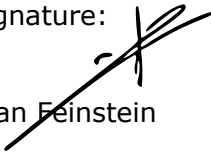
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## ***Document Owner and Approval***

The Data Protection Officer / GDPR Owner is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the GDPR.

This policy was approved by the CEO and is issued on a version controlled basis under the signature of the Chief Executive Officer (CEO).

Signature:



Eran Feinstein

Date: 7 September 2018

## **Change History Record**

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	CEO	