



## Procedure for Handling of Data Protection Complaints

### 1. Definitions

'Data breach' means an occurrence of your personal data being: inappropriately accessed; lost; accidentally destroyed; altered without permission; damaged; or disclosed to someone it shouldn't have been.

'Data controller' means a person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.

'Data processor' means a person, public authority, agency or other body which processes personal data on behalf of the controller.

'Data Protection Officer' (DPO) means someone who is responsible for informing the organisation of and advising them about their data protection obligations and monitoring their compliance with them.

'Data Subject' means the identified or identifiable living individual to whom personal data relates.

'Data Subject Access Request' (DSAR) means a request made by or on behalf of an individual for the information which they are entitled to ask for under Article 15 of the UK GDPR.

'Personal data' means any information relating to an identifiable living individual who can be identified from that data or from that data and other data.

### 2. Purpose

This procedure outlines how the College manages and responds to complaints relating to personal data, in compliance with General Data Protection Regulation 2018 (UK GDPR), the Data (Use and Access) Act 2025, and the Privacy and Electronic Communications Regulations 2003.

This procedure should be read in conjunction with any accompanying guidance, which provides further detail and advice on practical application, as well as any other documents

that impose confidentiality or data management obligations in respect of information held by the College.

### 3. Scope

Data Subjects reserve the right to complain and are informed of this in writing both on the College website, in responses to Data Subject Access Requests (DSARs), and in notifications of data breaches.

Complaints may relate to:

- the use of data relating to the complainant (the Data Subject or a party acting in an authorised capacity for the Data Subject), either within the College or by a third party acting as a Data Processor for the College (the Data Controller)
- the handling of the Data Subject's earlier request or complaint
- the content of current Privacy policies

### 4. Principles

It is within the College and the complainant's interest to resolve complaints informally and at the earliest possible point, with a process for escalation detailed in the Complaints Procedure Flowchart. In accordance with the Data (Use and Access) Act 2025, complaints must be acknowledged within 30 days and must receive a response "without undue delay".

The College will handle all complaints fairly and objectively. If an informal complaint is unresolved, the complainant may escalate the complaint to the College's Data Protection Officer at [data.protection@regents.ox.ac.uk](mailto:data.protection@regents.ox.ac.uk), with further escalation detailed in the flowchart.

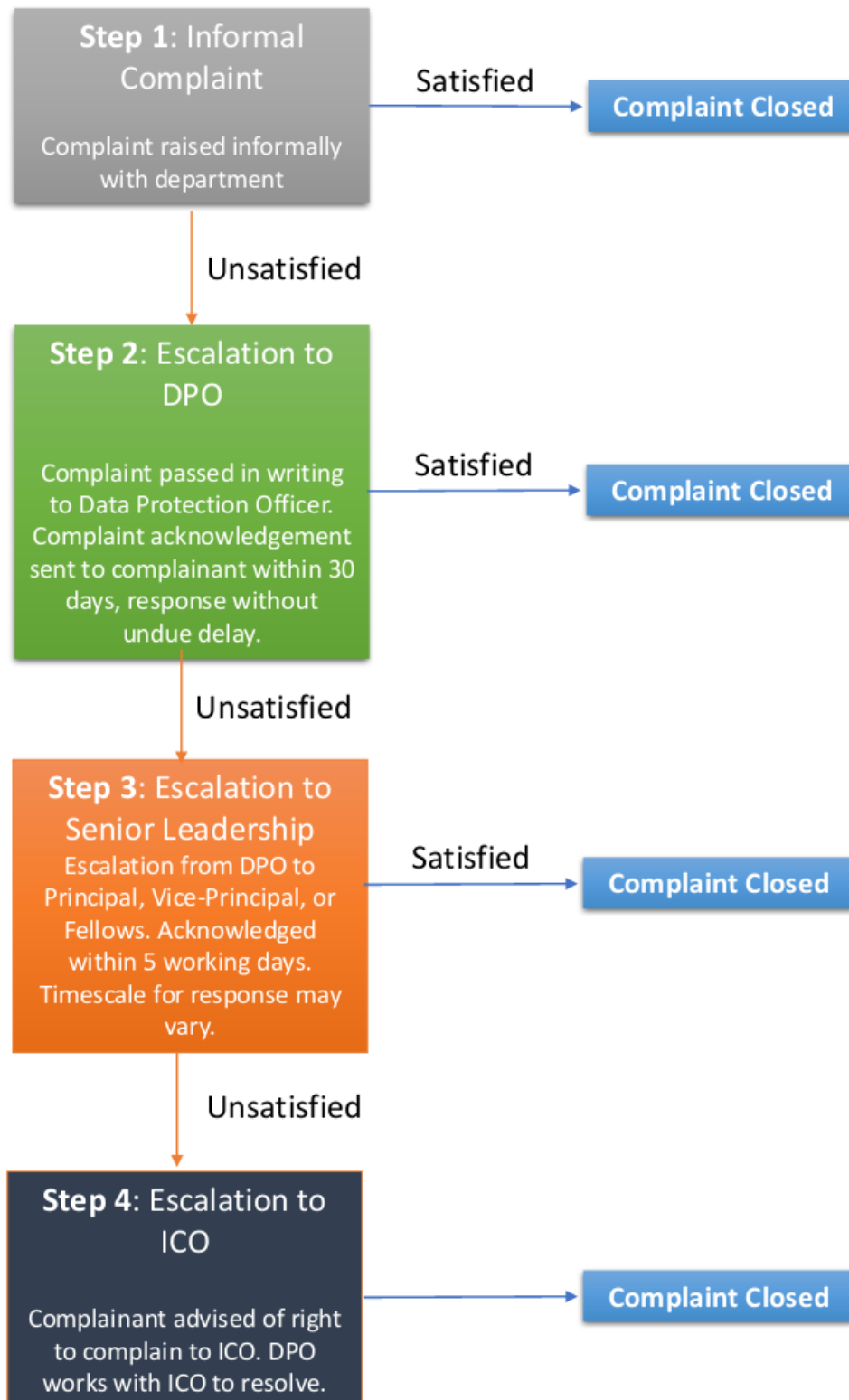
If the complainant is not satisfied with the outcome of the College's complaints process, the complainant reserves the right to escalate the complaint to the Information Commissioner's Office (ICO). A form for submitting a complaint to the ICO can be found here:

<https://ico.org.uk/make-a-complaint/data-protection-complaints/>

### 5. Recording and Monitoring

Records of complaints will be kept in accordance with the College's Privacy Policies and Retention Policies, which can be viewed on our [Data Protection and Privacy Policy webpage](#). Complaint trends will be monitored in order to identify potential areas for improvement and adherence with policy.

### Complaints Procedure Flowchart



## Version Control

Version	Changes made	By	Date
1.0	Initial Policy	Data Protection Officer	October 2025

***Date of next review due: October 2028***