The Governing and Representative Body of

Arthur Findlay College

PIONEERING SPIRITUALISM
& PSYCHIC SCIENCES

GDPR Complaints Procedure

Version Control					
Title:	**GDPR Complaints Procedure**				
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GDPR Complaints Procedure

Purpose:

This procedure outlines organisations commitment to processing and protecting personal data, ensuring compliance with UK General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Data (Use & Access) Act 2025.

Scope:

The procedure applies to any of the following categories:

- The handling of personal information.
- Access to personal information.
- Data protection rights.
- Data accuracy.
- Information sharing.
- Data retention and deletion.
- Subject Access Requests (SARs).
- Privacy notices.
- Direct marketing communications.
- Data breaches.
- Any other matter relating to the processing of personal information by the SNU.

Key Contacts

The following individuals are responsible for overseeing this policy and compliance within the organisation.

Operations Manager | Steve West | 01279 816363 | Steve.West@snu.org.uk

Technical Lead | Phil Robinson | 01279 816363 | Phil.Robinson@snu.org.uk

Relevant legislation and guidance:

Data Protection Act 2018

Data (Use and Access) Act 2025

Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (United Kingdom General Data Protection Regulation) (Text with EEA relevance)

How to make a data protection complaint to an organisation | ICO

When to make a complaint?

If you have concerns about how your personal data or others personal data is handled within the organisation you can use this procedure to make a complaint.

A complaint can be made if

- We have not appropriately responded to your request for personal information
- We are found not to be keeping your information secure
- We hold inaccurate information about you
- If we have disclosed information about you without consent
- If we are keeping your information for longer than necessary
- If we have collected information about you for a specific purpose but are using it for other purposes
- If we have not upheld your data protection rights

How to make a complaint?

If any of the above are applicable you can make a complaint via email or in writing. To assist you in this process we have made the below template to assist you and to ensure your complaint is processed efficiently.

Things to note:

- *We may require verification of your identity to process your complaint*
- *We may require an extension to the response if the complaint requires extensive investigation and or cross-referencing vast amounts of data*

GDPR Complaint Template

Full Name

Full Address

Contact Number

Current Date

The Spiritualists' National Union,

The Coach House,

Stansted Hall Estate,

Stansted Mountfitchet,

Essex,

CM24 8UD

GDPR Complaint

I am writing to share my concern that you have not correctly and proportionately handled my / others personal information.

[Details of the concern/complaint]

Provide as much information as possible regarding your complaint, ensure to provide clear and simple accounts of what has happened.

Please also provide any supporting documentation/evidence that you have to the complaint. For example; dates, names, data types, software, technology

Please provide a full response to my complaint within 30 days. If you cannot respond to my complaint within that time frame, please advise me when you will be able to respond.

If there is anything you'd like to discuss, please contact me on the following number or email. [enter contact number & email address]

Yours sincerely

[Signature] / [Full name]

Complaints can be made using the following addresses:

Email: DataProtection@snu.org.uk

Or in writing:

The Spiritualists' National Union,

The Coach House,

Stansted Hall Estate,

Stansted Mountfitchet,

Essex,

CM24 8UD

What happens next?

Please provide us time to process your complaint, depending on the complaint it may take us longer than others to process. However, you should expect to hear back from us within 30days, if we need longer to process your complaint, we will contact you to let you know.

If there's any part of your complaint or our response that you don't understand or are unhappy with, please ensure you contact us in the first instance. Guidance can be found on the ICO's website https://ico.org.uk/for-the-public/how-to-make-a-data-protection-complaint

If you're unhappy with the outcome of the complaint or if you don't receive a response within 30 days, then you can make a complaint directly to the ICO. More information can be found on what to expect page https://ico.org.uk/make-a-complaint/data-protection-framework/

This document will be reviewed annually or in the event of any significant changes to legislation. Should any changes occur or apply to this policy it will be re issued to the organisation.