HUNDLEBY PARISH COUNCIL

DATA PROTECTION COMPLAINTS POLICY

Last Review : 02/11/2026
Next Review: 11/2028

Hundleby Parish Council aims to handle all personal data in accordance with the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025. If you are concerned about the way the Council has collected, used or looked after your personal information, you have the right to make a data protection complaint to the Council.

1. A data protection complaint can be made in writing by letter to the Clerk to the Council at Parish Rooms, Church Lane, Hundleby,Spilsby, PE23 5NA or electronically by Email to clerk@hundlebyparishcouncil.gov.uk.

2. The complainant is asked, when contacting the Council, to please give the following information:
   a) name and contact details
   b) what personal information the complaint relates to
   c) details on how the complainant believes that the Council has not met data protection law

3. The Council will acknowledge receipt of your complaint within 30 days of receiving it, make appropriate enquiries and investigate the concerns and keep the complainant informed about the progress of the investigation where appropriate.

4. Once the Council has finished the investigation, the complainant will be written to with an explanation as to the outcome of the complaint and any steps the Council has taken or proposes to take.

5. Data protection complaints are coordinated by the Parish Clerk on behalf of Hundleby Parish Council. Where necessary, the Clerk may consult with Councillors or external advisers to ensure that the complaint is properly considered.

6. If the complainant remains unhappy with the Council's response to the data Protection complaint, concerns can be raised with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. This can be done via their website at https://ico.org.uk/make-a-complaint/data-protection-complaints/ or by using the general concerns page at www.ico.org.uk/concerns.

7. The Council encourages complainants to contact it directly first, so it has the opportunity to address their concerns, but complainants are not required to do so before contacting the ICO.