

CANCER RESEARCH UK PENSION SCHEME

DATA PROTECTION COMPLAINTS POLICY

If you are concerned about an issue relating to data protection, please contact Anne Lechley, the Secretary to the Trustee, who we hope will be able to resolve any issues on an informal basis. This document explains process for making a formal complaint.

As the “data controller” in relation to the Scheme, the Trustee is required to have a process in relation to data protection complaints. The ICO expects you to have gone through our internal complaints process before contacting it with a data protection complaint.

This sets out the Trustees’ process in relation solely to data protection complaints. If your complaint relates to any issues regarding your pension benefits (eg how your benefits have been calculated, communicated or paid) or about the administration of the Scheme more generally, you should use the Scheme’s internal dispute resolution procedure (or IDR) details of which are here <https://www.cancerresearchuk.org/about-us/our-organisation/cancer-research-uk-pension-scheme> to raise your concerns. If you are not sure which form to use, please contact the Scheme Secretary.

Who can make a complaint?

You can make a complaint if:

- the Trustee, or those acting on its behalf, control or process personal data relating to you, *and*
- you consider that data protection legislation has been infringed because of the way your personal data has been handled, for example, a breach of the UK GDPR or the Data Protection Act 2018.

If you prefer, you can nominate a representative to make the complaint on your behalf. The representative may be a legal adviser, a financial or other adviser or a family member or friend.

How do I make a complaint?

If you have a data protection complaint, please complete the attached form, and then send it to the Secretary to the Trustee at GDPR@pipg.co.uk. If you are nominating a representative, then you will still need to sign the form to confirm your representative has been duly authorised.

The Trustee must acknowledge receipt of your complaint within 30 days of receiving it. If you have not received an acknowledgement by that time, please contact Anne Lechley, the Secretary to the Trustee, by email at alechley@pipg.co.uk or by telephone on 020 8879 6514 to check your complaint has been delivered.

What happens next?

Following receipt of the complaint, we will make appropriate enquiries. This may include seeking further information from you.

We will inform you of the outcome of our investigation as soon as we are able but we cannot give a specific timeframe, as some complaints may take longer than others to investigate. Where an investigation is taking more time, we will provide you with updates about its progress.

What if you are not satisfied with the outcome?

If you are unhappy with the outcome of your complaint, we would be happy to discuss it further with you. You also have the right to complain to the ICO.

The ICO's contact details are:

Postal Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Phone: 0303 123 1113.

Web: <https://ico.org.uk/make-a-complaint/>



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DATA PROTECTION COMPLAINT FORM

COMPLAINANT'S DETAILS

Title and Full Name	
Address	
Postcode:	
Telephone Number	
Email address	
Date of Birth	
Scheme membership Number (if known)	

YOUR REPRESENTATIVE

(Please complete if you wish a representative to act on your behalf or to assist you)

Representative's Full Name	
Address	
Postcode:	
Telephone Number	
Email address	
Relationship to Complainant (if any)	

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DATA PROTECTION COMPLAINT FORM (continued)

I hereby authorise the person named on page 1 of this form to act on my behalf and / or* assist me with this complaint:

Date:

Is this address the only address to be used for all communications concerning the complaint?
*Yes/No**

Note: If no, all communications will be sent to both the Complainant and the Representative

Signature: Complainant

Print full name: Complainant

**Delete as applicable*

DETAILS OF COMPLAINT

Please provide as much detail as possible about the complaint. Please also state what remedy or step you would like to be granted or taken in response to the complaint (please continue overleaf and on further sheets and/or attach documentation, if necessary).

More information about the way the Trustee processes personal data is available on [*insert link to website/privacy notice*].

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DATA PROTECTION COMPLAINT FORM (continued)

Please sign and date this form to confirm the above details are true to the best of your knowledge.

Signature: Complainant / Representative*

Print full name: Complainant / Representative*

**Delete as applicable*

Date:

Please send the completed form to Anne Lechley, Secretary to the Trustee:

By email to: GDPR@pipg.co.uk and/or

By post to: Anne Lechley, Secretary to the Trustee, Cancer Research UK Pension Scheme, c/o Pi Consulting (UK) Limited, 2nd Floor, Tuition House, 27-37 St Georges Road, Wimbledon SW19 4EU

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DATA PROTECTION COMPLAINT FORM (continued)