



Responsible Trustee	Date policy produced	Name of Policy Writer	Frequency of Review	Date reviewed on / by whom	
Church Secretary	April 2018	Tony Wilkes/Chris Wheatley	Anually		

## Cambray Baptist Church Data Protection Complaints Policy

This document details the **Data Protection Complaints Policy** relating to Cambray Baptist Church (CBC). It should be read in conjunction with the **Cambray Data Protection Policy**.

CBC take your privacy concerns seriously. If you have any concerns about the way your information is being handled, please contact the Data Protection Officer without delay.

We will carefully investigate and review all complaints and take appropriate action in accordance with Data Protection Legislation. We will keep you informed of the progress of our investigation and the outcome. If you are not satisfied with the outcome, you may wish to contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Any complaint received by us must be referred to the Data Protection Officer who will arrange for an investigation as follows:

1. A record will be made of the details of the complaint.
2. Consideration will be given as to whether the circumstances amount to a breach of Data Protection Legislation and action taken in accordance with the Data Breach Procedure.
3. The complainant will be kept informed of the progress of the complaint and of the outcome of the investigation.
4. At the conclusion of the investigation the Data Protection Officer will reflect on the circumstances and recommend any improvements to systems or procedures.