



## **SI Lichfield and District DATA PROTECTION COMPLAINTS PROCESS**

***For the purpose of this document, references to Soroptimist International Great Britain and Ireland (SIGBI) Limited and Soroptimist International may be written as "SIGBI" and "SI" only.***

## Club Data Protection Complaints Process

SI Lichfield and District Executive Committee (“we”) take your privacy concerns seriously. If you have any concerns about the way your information is being handled, please contact [dataprotection@silichfield.org.uk](mailto:dataprotection@silichfield.org.uk)

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/>

Following any complaint being received by an investigation will be arranged 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 Compliance Group will reflect on the circumstances and recommend to the Executive Committee any improvements to systems or procedures that are required.