

Data Privacy Complaints Procedure

Owner: *Director of Governance, Legal & Strategic Projects*

Approved by: *VCET*

Approval date: *August 2026*

Review date: *August 2026*

Next review due date: *3 years or as required*

Version: *1.0*

Policy reference number *Gov 01a*

If you require this document in an alternative format please email disability@regents.ac.uk

Version Number	Date	Revision Description	Editor	Status
1.0	Aug 2026	New procedure document		Approved, published

1. Purpose

Regent's University London is committed to protecting personal data and respecting the privacy rights of students, applicants, employees, alumni, contractors, visitors and other individuals whose personal data is processed by the University.

This procedure explains how individuals can raise concerns or complaints regarding the University's collection, use, disclosure, retention, security or other processing of personal data and how those complaints will be investigated and resolved.

The University will handle complaints fairly, objectively, proportionately and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and Information Commissioner's Office (ICO) guidance.

2. Scope

This procedure applies to complaints relating to:

- The processing of personal data by the University;
- Failure to comply with data protection legislation;
- Subject Access Requests and other data subject rights;
- Accuracy of personal information;
- Retention or disposal of personal data;
- Data sharing with third parties;
- International transfers of personal data;
- Information security incidents involving personal data;
- Automated decision-making, profiling or Artificial Intelligence systems involving personal data;
- Privacy notices and transparency obligations.

This procedure does not replace:

- Student Complaints Procedures;
- Employee Grievance Procedures;
- Academic Appeals Procedures;
- Whistleblowing Procedures.

However, complaints involving personal data may be considered under this procedure either independently or alongside another University process.

3. Making a Complaint

Individuals may submit a complaint:

- By email;
- In writing;
- Through an authorised representative;
- Through any communication channel used by the University.

Complaints should normally be submitted to:

Data Protection Officer
Governance, Legal and Strategic Projects
Email: privacy@regents.ac.uk

Where possible, complainants should provide:

- Name and contact details;
- Details of the concern;
- Relevant dates;
- Copies of supporting evidence;
- Details of any impact suffered;
- The outcome sought.

Assistance will be provided to individuals who require reasonable adjustments in order to make a complaint.

4. Acknowledgement

The University will:

- Acknowledge receipt of the complaint within five working days;
- Allocate a case reference number;
- Confirm the process and anticipated timescales;
- Request any additional information necessary to investigate the complaint.

5. Investigation

The Data Protection Officer (DPO), or an appropriately authorised delegate, will investigate the complaint. The investigation may include:

- Reviewing correspondence and records;
- Interviewing relevant staff;
- Examining University systems and audit logs;
- Reviewing policies, procedures and security controls;
- Consulting Information Security or Legal advisers;
- Reviewing decisions relating to Subject Access Requests or other rights requests;
- Assessing compliance with data protection legislation.

The investigator will act impartially and objectively.

6. Complaint Response

The University will aim to provide a written response within **one calendar month** of receiving sufficient information to investigate the complaint.

Where the complaint is particularly complex, the University may extend the investigation period by up to a further two months. The complainant will be informed of:

- The reason for the delay;
- The revised response date.

The written response will normally include:

- A summary of the complaint;
- Findings of the investigation;
- Any corrective actions identified;
- Whether the complaint has been upheld in full, upheld in part or not upheld;
- Information regarding further escalation options

7. Internal Review

If the complainant remains dissatisfied, they may request an internal review within 40 working days of the University's response.

The review will normally be conducted by a senior manager who has not been directly involved in the original investigation.

The review outcome will normally be issued within 20 working days.

The review decision represents the University's final internal position.

8. Complaints to the Information Commissioner's Office (ICO)

Individuals have the right to complain to the Information Commissioner's Office (ICO) if they believe their personal data has been processed unlawfully.

The University encourages individuals to raise concerns with the University first to allow an opportunity for investigation and resolution.

Information about how to raise a complaint with the ICO is available at:

www.ico.org.uk

The ICO can decide whether further regulatory action is appropriate