

# Data Protection Complaint and Procedure

We are committed to protecting your personal data and respecting your data protection rights.

If you are unhappy with how the College has handled your personal information or the way your data protection rights have been applied, you can make a data protection complaint using the process outlined below.

Under data protection law, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025, you should raise your complaint with us first before contacting the Information Commissioner's Office (ICO).

## What this complaints process is for

This process is for concerns about how we have:

- collected, used, stored, or shared your personal data, or
- handled a request to exercise your data protection rights (for example, access, rectification, or erasure).

**Personal data** means any information that identifies you or another living individual, either directly or indirectly.

## What this process is not for

This form should **not** be used for general service complaints that are not directly related to data protection matters.

General complaints are handled under the College's Complaints and Compliments Policy: [Complaints and Compliments Policy](#)

## How to make a data protection complaint

### Online

Please complete the online data protection complaints form below and submit it by email to: [informationrights@serc.ac.uk](mailto:informationrights@serc.ac.uk)

## **By post**

Records Manager / Data Protection Officer  
South Eastern Regional College  
Castle Street  
Lisburn  
County Antrim  
BT27 4SU

## **What happens next**

Once we receive your complaint, we will:

- Acknowledge receipt of complaints within 30 days of receiving them;
- Consider the issues raised and make appropriate enquiries, where needed;
- Respond to you without undue delay; and
- Keep you informed of the outcome.

We aim to handle all data protection complaints fairly, consistently, and in line with data protection law.

## **If you are not satisfied with our response**

If you remain unhappy after receiving our final response, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent authority for data protection.

You can find details of how to raise a concern with the ICO here: [Make a complaint about how an organisation has used your personal information | ICO](#)