

## DATA PROTECTION COMPLAINTS PROCEDURE

### How to Make a Data Protection Complaint

If you are unhappy with how we handle your personal data, you have the right to raise a complaint with us.

You can contact us by emailing [su.dataprotection@durham.ac.uk](mailto:su.dataprotection@durham.ac.uk)

Please provide:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or reference numbers

### What Happens Next?

1. We will acknowledge your complaint within 30 days of receiving it.
2. We will investigate your concerns.
3. We may contact you if we need further information.
4. We will respond as soon as possible and without undue delay.

Our response will explain:

- What we have found
- Whether any action has been taken
- What happens next

### If You Are Not Satisfied

If you remain unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

### Accessibility

If you require this information in an alternative format, please contact us and we will be happy to assist.