



DUCHY of CORNWALL

Data Protection Complaints Process

1. Purpose and scope

This process has been introduced to ensure compliance with the Data (Use and Access) Act 2025 (DUAA) as well as UK Data Protection Legislation (Data Protection Act 2018 and UK GDPR).

It explains how individuals can make a complaint to the Duchy of Cornwall about how we use their personal data and how we will handle that complaint.

The process covers complaints from any individual relating to:

- collection, use, sharing, retention or security of personal data;
- responses to data subject rights requests including Data Subject Access Requests, requests for erasure, rectification and objection;
- alleged data breaches involving personal data; and
- any concern an individual has about whether our processing complies with data protection law.

2. How to make a complaint

To make a complaint please contact us using the following:

Email: informationrights@duchyofcornwall.org

Postal Address: 10 Buckingham Gate, London, SW1E 6LA

The complaint should include your name and contact information, details of the concern and the outcome sought.

3. How we will handle your complaint

We will log the request and may request proof of identification.

We will provide support to submit a complaint where needed including alternative formats, translation or interpretation where reasonable and accept complaints made by an authorised person (with appropriate authority).

We will acknowledge the complaint within 30 days of receipt, including next steps and timescales. We may request for clarification.

We will take appropriate steps to investigate and resolve the complaint **without undue delay**, including making enquiries and keeping the complainant informed. This may include:

- reviewing relevant systems, records, and correspondence;
- interviewing staff or managers involved;
- checking lawful basis, transparency information, retention rules, and data sharing arrangements;
- reviewing any technical/security controls where relevant.

We will only access and share information necessary to investigate and respond. Case files will be restricted to those with a need to know. We will maintain an audit trail of decisions and actions.

The outcome will be sent via email, unless otherwise requested, and will include details of the investigation and our findings (upheld/partly upheld/not upheld), actions we have taken (e.g. to correct information, restrict processing or delete information, process changes, changes to staff training or security improvements, and an apology where warranted). Response will be sent without undue delay. We aim to respond within 3 months and we will keep complainants updated with progress every 30 days. We may update relevant policies and consider whether a personal data breach assessment is required.

We will retain complaint case records for **6 years** from closure.

4. Escalation

If the complainant is unhappy with our outcome, they may request an internal review of our decision.

An internal review will be carried out by someone not previously involved, where possible, and will consider whether the investigation was adequate, whether conclusions were reasonable and whether corrective actions are sufficient.

We will respond to the internal review **without undue delay** and signpost further escalation.

If the complainant remains dissatisfied, they can raise the matter with the **Information Commissioner's Office (ICO)**. We will provide ICO contact details in our responses:

- Website: <https://ico.org.uk/make-a-complaint/>
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

5.Roles and Responsibilities

The **Head of Archives and Information Rights** will log, investigate, co-ordinate responses, maintain records, provide oversight, advise on compliance and risk and seek legal advice where needed.

Our **Senior Leadership Team** will support investigations and implement corrective actions.

IT will support investigations involving suspected data breaches.