

# Complaint About Data and Information Access and Handling

If you are unhappy or dissatisfied with the way we have handled your personal data or responded to a freedom of information request, you can use this form to tell us.

## 1. What do you think we did wrong?

Tell us what you think we have done wrong. If you think we should have treated you differently, tell us how.

Please give us details of the evidence you would like us to consider. We tell you about how you can send us the evidence below.

## 2. Reference number

If you were given a reference number, please state it here. If there was no reference number, leave the space blank.

## 3. University staff

Please give the names of any University staff you dealt with.

## 4. Your details

If you are filling this in on behalf of someone else, put the person's details here.

Title:

First name:

Last name:

Address:

Postcode:

Daytime telephone:

Email:

### **Who should we contact?**

We will use the contact details above unless you would prefer us to deal with someone else. If you would like us to deal with someone else please provide their details below.

If you are filling in this form for somebody else, you will need to provide us with a signed written authority from them to deal with you on their behalf.

Title:

# Complaint About Data and Information Access and Handling

First name:

Last name:

Address:

Postcode:

Telephone:

Email:

## 5. Declaration

- The information I have provided is accurate, to the best of my knowledge.
- I understand that the University will electronically store the information relating to my complaint including the documents I provided and keep the electronic records for two years, or for longer if it is appropriate. The University will destroy the original hard copies after six months.

Sign or write your name here:

Date you sent the form to us:

## 6. Sending your form to us

By email

1. Fill in this form and save it to your computer.
2. Open a new email, with 'Complaint About Data and Information Access and Handling' in the subject line.
3. If you have your supporting documents electronically, attach them to your email.
4. Email the completed form to [dp.officer@canterbury.ac.uk](mailto:dp.officer@canterbury.ac.uk)

By post

If you have only paper copies of any of your supporting documents, print this form and post it with all your supporting documents to:

Data Protection Officer  
Governance and Legal Services  
Canterbury Christ Church University  
Anselm  
North Holmes Road  
Canterbury  
CT1 1QU

## 7. After we receive your form

## Complaint About Data and Information Access and Handling

We will acknowledge receipt. We will look at your complaint using our [Procedures for Complaints Relating to Data and Information Access and Handling](#). We will handle your personal data in accordance with the [Making an Information and Personal Data Request Privacy Notice](#). We