

# Etherow Country Park Sailing Club

## Data Protection — Complaints Procedure

*Member Guide | Reviewed at least every two years*

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### What this document covers

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This guide explains how ECPSC handles complaints about the way we use your personal data. It is written in plain English to make it easy for everyone — members, volunteers and visitors — to understand their rights and know what to do if something goes wrong.

This procedure applies to complaints from:

- Members and temporary/trial members
- Visitors who attend social events
- Third parties (e.g. police or local government agencies)

### Your data protection rights

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Under UK data protection law (UK GDPR and the Data Protection Act 2018) you have the following rights at any time:

- **Be informed:** Know how and why we use your data.
- **Access:** Ask for a copy of the data we hold about you.
- **Correct:** Have inaccurate data put right.
- **Erase:** Ask us to delete your data ("right to be forgotten").
- **Restrict:** Pause how we use your data while a complaint is resolved.
- **Object:** Object to us using your data, including for marketing.
- **Data portability:** Receive your data in a usable format, or transfer it elsewhere.
- **Automated decisions:** Not be subject to decisions made by computers alone, including profiling.
- **Breach notification:** Be told if there is a data security breach that affects you.

### What counts as a complaint?

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A complaint is any expression of dissatisfaction about how ECPSC has handled your personal data. This includes:

- How we collected, stored or used your data
- How we responded (or failed to respond) to a previous data request
- Any concern about direct marketing or profiling using your data

## Who looks after data protection at ECPSC?

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The Data Protection Committee has overall responsibility. Day-to-day queries and complaints are handled by the Data Protection Officer (DPO).

 Contact the Data Protection Officer:


Email: [data@ecpsc.org.uk](mailto:data@ecpsc.org.uk)

Please use email so we have a clear record of your complaint.

## How to make a complaint — step by step

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- 1. Send us your complaint** Email [data@ecpsc.org.uk](mailto:data@ecpsc.org.uk) with as much detail as possible about your concern.
- 2. We acknowledge receipt** A member of the Data Protection Committee will normally acknowledge your email within 5 working days (allow a little longer during holidays).
- 3. We investigate** Once we have confirmed your identity, we aim to complete our investigation and send you a written response within four weeks. If we need more time or more information from you, we will let you know before the deadline.
- 4. You receive our decision** Our response will be sent to you in writing, normally by email.

 **Acting on someone else's behalf?** We will only accept a complaint from a representative if they provide written consent signed by the data subject confirming they are authorised to act.

## If you're not happy with our decision

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### Step 1 — Internal review

If you disagree with our response, you can ask for an internal review. You must request this within one month of receiving our decision.


Email: [data@ecpsc.org.uk](mailto:data@ecpsc.org.uk) (mark the subject "Request for Review")

Deadline: Within 1 month of the original decision

Response time: Normally within four weeks

### Step 2 — Escalate to the ICO (independent regulator)

If you remain unhappy after the internal review, you can contact the Information Commissioner's Office (ICO) — the independent UK data protection regulator. The ICO is free to use.

 Make a complaint to the ICO:

Website: [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)

When you complain, the ICO may contact us and we will cooperate fully with their investigation.

## **Unreasonable or vexatious complaints**

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In rare cases we may decline to handle a complaint. We will always consider each case individually, but we may refuse if a complaint:

- Is made with a stated intention to cause disruption, or includes threats to individuals
- Makes unsubstantiated accusations against named people and persists in them
- Targets individuals out of personal grievance
- Repeats the same complaint that has already been fully investigated
- Is clearly excessive or abusive in nature

If we decide not to handle a complaint, we will write to you explaining:

- Our reasons for the refusal
- Your right to complain directly to the ICO
- Your right to seek a judicial remedy through the courts