

## EPPING TOWN COUNCIL

### **Compliance Failure Policy (Data)**

Epping Town Council treat personal data very seriously and adhere to our Data Protection Policy. We only collect data to be able to communicate with our residents in order to deliver services and functions. We would never knowingly share information for any other purpose.

Epping Town Council hold specialist cyber insurance to reflect the importance of Data Protection and to manage any concerns.

If you feel we have not adhered to our Data Protection obligations and compromised your data, please fill in the Data Complaint Form below.

Your complaint will be dealt with as follows:

- 1) Complaint made in writing using the form below and submitted to DPO, Epping Town Council, Epping Hall, St Johns Road, Epping, Essex. CM16 5JU or emailed to [info@eppingtowncouncil.gov.uk](mailto:info@eppingtowncouncil.gov.uk) marked Data Protection.
- 2) Complaint referred to DPO (Town Clerk or an assigned Data Protection Officer) and they will acknowledge receipt within 3 working days
- 3) DPO will gather evidence and response to your complaint within 28 working days (reporting your complaint to the Information Commissioner's Officer (ICO) if appropriate)
- 4) DPO will advise you of the outcome
- 5) Any further necessary steps will be taken, as advised by the ICO.

### **Further information:**

If you are dissatisfied with the way in which your complaint has been handled or the outcome from your complaint then you may write outlining your concerns to the DPO where an Independent member will review your concerns and respond within 28 working days.

If you remain dissatisfied you may forward your complaint to: Information Commissioner's Office Wycliffe House Water Lane GDPR Data Complaints Policy Page 5 of 7 Wilmslow Cheshire SK9 5AF Further information can be found at <https://ico.org.uk/make-a-complaint/>

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#### **Data Complaint Form**

#### **1) YOUR DETAILS**

Name:

Address:

Telephone number:

Email address:

Date:

#### **2) NATURE OF YOUR COMPLAINT (Please tick as applicable)**

- No response to a data subject access request (SAR)
- Inaccurate information held by the organisation
- Disclosure of your personal information to a third party (please state third party)
- Use of email/SMS/phone for unauthorised marketing
- Use of photograph for unauthorised marketing
- Other

#### **3) MORE DETAILS**

Please provide more details of your complaint. (Please use overleaf if necessary.)

Please also provide any relevant emails or evidence.