



## **City of London's Data Protection Complaints Procedure**

### **WHO WE ARE**

The City of London is the historic governing body for the Square mile and provides a wide range of public, private and charitable services to the Square Mile, London and the United Kingdom. You can find out more about us from our website:

[www.cityoflondon.gov.uk](http://www.cityoflondon.gov.uk).

### **DATA CONTROLLER**

The City of London is a 'Data Controller' in accordance with data protection legislation. This means we determine the purposes for which, and the manner in which, any personal data are processed.

### **DATA SUBJECT**

The 'Data Subject' is the identified or identifiable person to whom the personal data relate.

### **RIGHT OF SUBJECT ACCESS**

As a 'Data Subject', you have a right to make a request to us for access to your personal data. This is called a 'Subject Access Request' (SAR).

### **OTHER RIGHTS**

You also have the right to: be provided with a Privacy Notice containing certain information about the processing activities; correct inaccurate personal data (Rectification); have personal data erased under certain circumstances (Erasure); restrict the processing of personal data under certain circumstances (Restriction); receive a copy of the personal data the data controller holds under certain circumstances and transfer the personal data to another data controller (Data Portability); object to processing of personal data (Right to Object); not be subject to a decision based

solely on automated processing, including profiling (Automated Decisions).

## COMPLAINTS

When you wish to make a complaint about us in relation to our processing of your personal data, please write to:  
Complaints Officer, Town Clerk's Department, City of London,  
PO Box 270, Guildhall, London, EC2P 2EJ, UK;  
or email: [complaints@cityoflondon.gov.uk](mailto:complaints@cityoflondon.gov.uk).

## COMPLAINTS TIMESCALES

Where your complaint is about a response we have made to your SAR, or about our response in relation to your exercising of any of the other rights listed above, we aim to respond within 14 calendar days, beginning on the first working day after receiving the complaint. We aim to provide an impartial review by someone different from the original decision-maker.

Where your complaint is about any other, general concerns you may have about our processing of your personal data, we aim to respond within a calendar month, beginning on the first working day after receiving the complaint.

If for any reason we cannot reply within the timescale, we will inform you prior to the deadline and advise you of any further reasonable period which we consider we may need.

## INFORMATION COMMISSIONER

Where you are dissatisfied with the outcome of your complaint, you can complain to the Information Commissioner. Alternatively, you can complain straight to the Information Commissioner, but the Commissioner may ask you first to direct your complaint to us.

The Information Commissioner is a Crown appointment, responsible for monitoring compliance with data protection legislation. The Commissioner's contact details are:  
**Information Commissioner's Office**, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: (01625) 545700. You may also like to visit the website of the Information Commissioner's Office, at: [www.ico.org.uk](http://www.ico.org.uk)