



# City of London Corporation

## Data Protection Act Complaints Procedure

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## **1. Introduction**

The City of London Corporation 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)

## **2. Data Controller**

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

## **3. Data Subject**

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

## **4. Right of Subject Access**

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

## **5. Other rights**

You also have the right to:

- Be provided with a privacy notice containing information about the processing activities (Informed).
- 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 that the data controller holds and under certain circumstances transfer the personal data to another data controller (Portability).
- Object to the processing of personal data (Right to Object).
- Not be subject to a decision based solely on automated processing, including profiling (Automated Decisions).

## **6. Complaints**

To raise a complaint, you can

1. Write to: Compliance Team, Comptroller and City Solicitor's Department, PO BOX 270, Guildhall, London, EC2P 2EJ
2. Email: [Information.officer@cityoflondon.gov.uk](mailto:Information.officer@cityoflondon.gov.uk)

## **7. Complaint 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 we aim to respond within 14 Calendar days, beginning on the first working day after we receive your 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 can not reply within the timescale we will inform you prior to the deadline and advise you of any further reasonable period which we may consider we may need.

## **8. 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 to first direct your complaint to us.

The Information Commissioner is a Crown appointment responsible for monitoring compliance with the data protection legislation.

The Commissioner's contact details are:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

## 9. Version control

<b>Version number</b>	<b>Date of review</b>	<b>Changes made</b>
0.1	May 2018	Initial document
0.2	January 2026	Updated to new format