

**SCOTTISH FUTURES TRUST
GENERAL DATA PROTECTION REGULATION
COMPLAINTS PROCEDURE**

1. Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, the Scottish Futures Trust ("SFT") handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

2. Responsibilities

- 2.1 All staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer.
- 2.2 The Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

3. Procedure

- 3.1 The contact details for the Data Protection Officer are set out in SFT's privacy notices.
- 3.2 Data subjects are able to complain to SFT about:
 - 3.2.1 how their personal data has been processed;
 - 3.2.2 how their request for access to data has been handled;
 - 3.2.3 how their complaint has been handled; and
 - 3.2.4 appeal against any decision made following a complaint.
- 3.3 Data subject(s) lodging a complaint with the SFT's Data Protection Officer are able to do so by emailing the Data Protection Officer or by writing to the Data Protection Officer at Thistle House, 4th Floor, 91 Haymarket Terrace, Edinburgh, EH12 5HE.
- 3.4 Complaints received are directed to the Data Protection Officer for resolution, who will aim to resolve such complaint within 3 weeks. Appeals on the handling of complaints are to be sent to the Chief Executive of SFT, who will aim to resolve such complaint within 3 weeks from the date that the appeal has been received.
- 3.5 If SFT fails to act on a data subject's access request within one month, or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. SFT will also inform the data subject(s) of their right to complain directly to the Information Commissioner ("ICO"). In doing so, SFT provides the data subject(s) with the contact details of the ICO and informs them of their right to seek judicial remedy.

Document Owner and Approval

The Data Protection Officer is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the GDPR.