

Data Protection Complaints – Information Sheet

Under GDPR/Data Protection Act 2018, those who collect and use personal information have to follow rules of good practice for handling information. The Act also gives rights to individuals whose information they collect and use. The University of Nottingham aims to comply fully with its obligations under the Act and to ensure that the service it provides for those wishing to gain access to information is simple, efficient, and effective.

If you feel the service you received does not meet these aims or your expectations, please contact the Information Compliance Team, who will try to resolve your issues informally in the first instance:

**Information Compliance Team
Lenton Hurst, University Park
University of Nottingham
NOTTINGHAM
NG7 2RD**

or you can email:

data-protection@nottingham.ac.uk

If you are still not satisfied and wish to make a formal request for review, please write to the following address so that we can allocate your review to the most appropriate person:

**Information Compliance Team
Lenton Hurst, University Park
University of Nottingham
University Park
NOTTINGHAM
NG7 2RD**

Please note that requests for a review of our response must be received within forty days of the date of that response.

If you remain dissatisfied after following these steps, you can complain to the Information Commissioner's Office (ICO). You should do this within two months of receiving the University's final response to your complaint. For further advice on making a complaint to the ICO, please see their website at www.ico.gov.uk

You can write to the ICO at:

**Information Commissioner's Office
Wycliffe House
Water Lane
WILMSLOW
SK9 5AF**

Email: enquiries@ico.gsi.gov.uk

You can also call their helpline (Monday-Friday 09:00-17:00):

01625 545 745

**Information Compliance Team
Lenton Hurst, University Park
University of Nottingham
NOTTINGHAM
NG7 2RD**

Email: data_protection@nottingham.ac.uk

Web: <https://www.nottingham.ac.uk/governance/records-and-information-management/data-protection/data-subject-access-request.aspx>



Subject Access Review Form

If you have submitted a Subject Access Request to the University and are unhappy with how it was handled or believe that you have not been provided with all of the appropriate information you may ask the University to review your request. This form enables you to clarify why you are unhappy with your request to allow for an accurate response. Reviews are dealt with within 20 working days or, in exceptional circumstances, 40 working days.

Name

What was your request regarding?

Why do you require a review?

1. My request was not dealt with within the deadline Tick (if applicable)

What date was your request submitted?

What date was a response provided?

2. I believe that an exemption was misapplied and I was not provided with information to which I am entitled Tick (if applicable)

Which exemption(s) do you believe were misapplied?

3. I have not been provided with all of my personal data that I requested

Tick (if applicable) and provide details in the box below

4. Other

Tick (if applicable) and provide details in the box below

Please provide any further details below:

Signed (or print name for electronic forms):

Date: