

Data Protection Complaints Handling Process – Addendum to IDRP

Introduction

The Trustees are committed to ensuring that personal data is handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data (Use and Access) act.

This section explains how concerns or complaints relating to the processing of personal data in connection with the NEU Pension Scheme will be handled.

Role of the Trustees and Scheme Administrator

For the purposes of data protection:

- The Trustees are the data controller in respect of personal data held in relation to the Scheme; and
- The Scheme Administrator, First Actuarial acts as a data processor on behalf of the Trustees, processing personal data in accordance with their instructions.

Raising a Data Protection Complaint

Members and beneficiaries may raise concerns regarding how their personal data is processed, including (but not limited to):

- The accuracy or use of their personal data
- How their personal data has been shared or disclosed
- Retention or security of personal data
- Their rights under data protection legislation

Complaints may be submitted either to the Trustees or to First Actuarial using the contact details provided in Scheme communications.

Handling of Complaints

Where a complaint is initially received by the First Actuarial:

- The complaint will be logged and acknowledged
- First Actuarial will notify the Trustees without undue delay
- Relevant information and support will be provided to assist the Trustees in considering the complaint

First Actuarial will not make decisions that fall within the Trustee's role as data controller unless expressly authorised to do so.

Consideration by the Trustees

The Trustees will:

- Review the complaint and any supporting information
- Seek input from First Actuarial and/or other advisers where appropriate
- Determine whether the processing of personal data complies with applicable data protection requirements

Optional Delegation to the First Actuarial

The Trustees may, at their discretion, delegate certain administrative aspects of complaint handling to First Actuarial.

This may include:

- Corresponding with the complainant
- Gathering and accessing relevant information
- Preparing draft responses for Trustee approval
- Issuing responses on behalf of the Trustees

Where such delegation applies:

- First Actuarial will only act in accordance with the Trustees instructions
- The Trustees will retain overall responsibility for decisions and outcomes as data controller
- Final responses will be approved by, or issued under the authority of, the Trustees

Response to the Complainant

Following consideration, the Trustees will ensure that a response is provided to the complainant.

This response may be:

- Issued directly by the Trustees; or
- Issued by First Actuarial on behalf of the Trustees, where authorised.

The response will set out:

- The Trustees findings
- Any action taken (if applicable)

Timescales

Complaints will be handled promptly and without undue delay.

Where possible, a response will be provided within one calendar month, taking into account the nature and complexity of the complaint.

Further Rights

If a complainant remains dissatisfied following a final response, they have the right to raise their concern with the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113

Relationship with the IDR

Data protection complaints may be considered alongside, or separately from, complaints raised under this Internal Dispute Resolution Procedure, depending on the nature of the issue.

The Trustees reserves the right to determine the appropriate process to be followed in each case.