

## NEU Pension Scheme: Data Protection Complaints Form

### Use of this form

This form should be used for submitting complaints to the Trustees of the NEU Pension Scheme in relation to the handling of your personal data. Please read the Additional Notes section before submitting the form, to ensure you are using the correct form, and are entitled to make a complaint.

Once completed, this form may be submitted:

By email: [manchester.admin@firstactuarial.co.uk](mailto:manchester.admin@firstactuarial.co.uk)

By post: The Secretary to the Trustees, c/o First Actuarial LLP, Trafford House, Chester Road, Manchester, M32 0RS

### How the Trustees will handle your complaint

- The Trustees will acknowledge receipt of your complaint within 30 days.
- The complaint will be investigated without undue delay which may involve input from the Scheme Administrator or professional advisers
- You will be kept informed and notified of the outcome without undue delay once our review is complete.
- If you remain dissatisfied with our response, you may raise your concern with the [Information Commissioner's Office \(ICO\)](#).

### Privacy Notice (complaints handling)

The Trustees will use the personal data provided in this form solely to investigate and respond to your data protection complaint. This may involve sharing relevant information with the Scheme Administrator and/or professional advisers or other third parties.

Further details are available in the Scheme's Privacy Notice, which can be obtained from <https://www.neupensions.co.uk/>

### Additional Notes

This form should be used to express concerns about:

- How your personal data has been used, shared, stored, or secured.
- The accuracy of personal data held by the Scheme.
- The handling of a data subject access request.
- A suspected or actual personal data breach.

This form is not intended to be used for complaints about:

- Benefit entitlements or calculations.
- Delays or errors in Scheme administration.
- Decisions made by the Trustees about benefits.
- Service issues unrelated to personal data.

For those matters, please use the Scheme's Internal Dispute Resolution Procedure (IDRP), which can be obtained from <https://www.neupensions.co.uk/>.

## Your Details

We will respond to your complaint in writing. However, should we require clarification about your complaint, please indicate your preference for how we should contact you and ensure you have provided us with the relevant contact details in the table below:

Preferred means of contact:

- Email
- Post
- Telephone

Full Name	
Date of Birth	
Contact Email Address	
Telephone Number (optional)	
Postal Address (Optional)	

## Sending Personal Data by Email

**Important – please read before emailing us:**

We recognise that data protection complaints may involve sensitive personal information.

Email is not always a secure method of communication. You may prefer to contact us first so that we can offer a secure way to submit documents, such as password-protected files or an alternative delivery method.

This will not affect how we consider your complaint. Once we've received your complaint, we will process your personal data securely in line with data protection law.

## Your connection to the Scheme

Please tick one:

- Scheme member
- Deferred member
- Pensioner
- Potential Beneficiary / Dependant of a member
- Former member
- Other (please specify): \_\_\_\_\_

## Are you acting on behalf of someone else?

- No
- Yes

If yes, please provide:

- Name of individual you are acting for:
- Your relationship to them (e.g. dependant, executor, solicitor):
- Evidence of authority (e.g. written authority, power of attorney) – please attach this to your submission

## Details of your data protection complaint

Please describe your concern overleaf. You should include:

- What personal data is involved.
- What you believe the issue is.
- When the issue occurred (if known).
- Who was involved (e.g. Trustees, Scheme Administrator).

It helps us if you can provide as much information as possible.

Please attach any relevant correspondence or documents you feel would be important for the Trustees to consider your complaint.

Please provide details of your complaint below:

**Declaration**

I confirm that the information provided is accurate to the best of my knowledge.

Signed:

Name:

Date:

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