

Data Protection Complaints Policy and Procedure – Llanyre Community Council

This policy was prepared in June 2026 and will be reviewed every two years unless legislative, regulatory or case law changes require an earlier review.

Introduction: This Policy and Procedure is for members of the public to raise complaints about the handling of their personal data and fulfils the requirement in the Data Protection Act 2018, section 164A for the Community Council to facilitate the making of such complaints.

Purpose: To detail the procedure for members of the public to follow to raise complaints about the handling of their personal data.

Scope: Any data subject (anybody whose personal data has been processed by the Council) has the right to complain to the controller (the Council).

Complaints may include but are not limited to:

- Being unhappy with a response to a subject access request (SAR), or other rights request
- Possible data breaches
- Being unhappy about the way personal data has been handled, including but not limited to:
 - Storage and security of personal data
 - How long personal data has been held
 - The accuracy of the personal data held.

This procedure does not cover complaints about Freedom of Information or Environmental Information Requests which are dealt with by way of a Councillors Review.

The Council has a range of complaints procedures for its other activities.

Procedure: if you wish to make a complaint under this policy, you can:

- Contact the Chairman of the Community Council and deliver your complaint in writing.
- Write to the Clerk, c/o Waun-y-Groes, Penybont, Llandrindod Wells, Powys. LD1 5SW or email to Llanyreclerk@gmail.com (entering Data Protection Complaint into the subject line).

You should submit any complaint within two months of the issue arising, although in exceptional circumstances the Community Council will consider complaints received outside this timescale.

The Community Council will acknowledge your complaint within five working days.

The Community Council will undertake an investigation of the matters you have raised in your complaint and may contact you for further information, if necessary.

The Community Council will endeavour to respond to your complaint as soon as possible and, in most cases, within one calendar month.

If the complaint is particularly complex and further time is required to respond, then the Community Council will keep you informed.

The Community Council will respond in writing providing details of the investigation undertaken and detailing the outcome of that investigation.

Right to external review: If you remain dissatisfied after you have received the response to your complaint, you have the right to refer the matter to the Information Commissioner's Office (ICO) or call 0303 123 1113. The ICO will not normally accept complaints more than 3 months after the last contact with our department.