Data Protection Complaint Form

Compliant with Section 103 of the Data Use and Access Act 2025

All information provided is to ensure that we deal with your complaint in an efficient manner and ensure accountability and transparency in the process.

1) Your details

- Full name:
- Email:
- Phone:
- Postal address (optional):
- Preferred contact method:
- If acting on behalf of someone else, relationship and authority (See Section 9 below)

We may ask for photographic identification. A photocopy of the relevant page of your passport or driving licence and a recent utilities bill would be acceptable.

This request for ID is to avoid personal data about one individual being sent to another, either accidentally or as a result of deception; so that we know the identity of the requestor and that the data we hold relates to the individual in question.

2) Who you are to us

- Your relationship with The Executive Office (TEO): Customer / Employee / Former employee / Supplier / Other:

3) What is your complaint about?

Details of dates and those involved will help us to answer the complaint in a timely and accurate manner.

- Describe what happened and when.
- What personal data is affected?
- Which right or requirement do you think has been infringed?

4) Evidence and impact

- Describe any evidence, any previous reference number which will help us to deal with your complaint in a timely manner
- Explain any impact (e.g., inconvenience, distress, financial loss)

5) What outcome are you seeking?

It is important that we reach a positive resolution to your complaint, so understanding the desired outcome will help us achieve this.

- For instance: explanation, apology, corrective action, fulfil a request, improved security.

6) How we will handle your complaint

- We will acknowledge receipt within 30 days. (however, we would hope to acknowledge sooner).
- Investigate without undue delay.
- Take appropriate steps to thoroughly deal with the complaint.
- Keep you informed of progress at appropriate intervals when required.
- Provide a final response outlining the outcome of the complaint.

7) If you are unhappy with our final response

You may raise concerns with the Information Commissioner (ICO):

Information Commissioner

4th Floor,

No.3, Circle Square,

5, Hawkshaw Street,

Manchester

M1 7BL

Tel: 0303 123 1113

https://ico.org.uk/global/contact-us/

8) Privacy information

We will use the information only to handle your complaint and meet legal obligations. Please see the TEO Privacy notice.

9) Declaration

I confirm the information is accurate and I am entitled to act on behalf of the data subject (if applicable)

- Signature
- Date

10) Submission options.

You can make or submit a complaint by using this form or any of the following options. Our staff will be trained to deal with your complaint in line with DUAA 2025 Section 103.

- Email: *DPO@executiveoffice-ni.gov.uk*
- Post: Data Protection Complaints, Data Protection Officer, E5.03, Castle Buildings, Stormont Estate, Belfast BT4 3SR
- Phone 02890 526 123*

* If required we can complete the form with you and send a copy for confirmation