

## Keswick Ministries Data Protection Complaints Policy

**Date policy was last reviewed:** March 2026

**Date of next review:** March 2027

**Staff member responsible:**

Simon Overend

**Description/purpose:** Keswick Ministries (“we”) take your privacy concerns seriously. If you have any concerns about the way your information is being handled, please contact Simon Overend (Data Protection Officer) without delay. Simon can be contacted as follows:

Tel: 017687 80075

Email: [simon.overend@keswickministries.org](mailto:simon.overend@keswickministries.org)

### Approach

We will carefully investigate and review all complaints and take appropriate action in accordance with Data Protection Legislation. We will keep you informed of the progress of our investigation and the outcome. If you are not satisfied with the outcome, you may wish to contact the Information Commissioner’s Office at <https://ico.org.uk/concerns/>

### Procedure

Any Data Protection complaint received by us must be referred to Simon Overend who will arrange for an investigation as follows:

- A record will be made of the details of the complaint.
- Consideration will be given as to whether the circumstances amount to a breach of Data Protection Legislation and action taken in accordance with the Data Breach Procedure.
- The complainant will be kept informed of the progress of the complaint and of the outcome of the investigation.

### Conclusion

At the conclusion of the investigation we (Keswick Ministries) will reflect on the circumstances and put into place any improvements to systems or procedures.