



Beaundesert Outdoor Adventures

Data Protection Complaints Policy

1. Our Commitment to Your Privacy at Beaundesert Outdoor Adventures, we take the protection of your personal information seriously. This policy explains how you can raise a complaint if you believe we have mishandled your personal data, and how we will resolve it in accordance with the Data (Use and Access) Act and the UK GDPR.

2. What is a Data Protection Complaint? A data protection complaint arises if you feel we have not complied with data privacy laws regarding your personal information. This might include:

- Unsafe handling or storage of your booking details or medical consent forms.
- Keeping your personal data for longer than necessary.
- Inaccuracies in the data we hold about you or your group.
- Dissatisfaction with how we handled a previous request to access, update, or delete your data.

(Note: If your complaint is about our activities, facilities, or general customer service, please use our standard Customer Feedback process instead.)

3. How to Raise a Complaint We want to make it as easy as possible to raise a concern. You can submit a data protection complaint through any of the following five channels:

- **Email:** martin.kirby@beaundesert.org.uk
- **Phone:** 01543 682278
- **By Post:** Data Protection Officer, Beaundesert Outdoor Adventures, Beaundesert Park, Cannock Wood, Rugeley, WS15 4JJ
- **In Person:** You can speak directly to any of our duty managers during your visit.

4. Verifying Your Identity To protect your privacy and ensure we do not hand over sensitive information to the wrong person, we must verify your identity. When you submit a complaint, we may ask you to confirm details such as your booking reference, or provide a standard form of ID, before we discuss specific personal data.





5. Complaining on Behalf of Someone Else You can make a data protection complaint on behalf of someone else, such as a family member or a legal client:

- **Parents and Guardians:** If you are complaining on behalf of a child who attended our site, we may need to verify your relationship or parental responsibility.
- **Representatives (e.g., Lawyers or Advocates):** We will require written, signed authority from the individual confirming that you are legally permitted to act on their behalf.

6. Our Complaints Process (What to Expect) We follow a structured investigative process recommended by the Information Commissioner's Office (ICO) to ensure your complaint is handled fairly:

1. **Acknowledgement:** We will formally acknowledge receipt of your complaint within **30 days**. (If you contact us via email or our online form, you will receive an automated acknowledgement immediately).
2. **Investigation:** We will investigate your concerns without undue delay. This involves reviewing our records, speaking to relevant staff, and assessing our data security processes. We will keep you updated on our progress throughout.
3. **Outcome:** Once our investigation is complete, we will provide you with a clear, written outcome. We will explain our findings, what steps we have taken to put things right, and any changes we are making to our internal procedures.

7. Escalating to the Information Commissioner's Office (ICO) Under UK law, you must raise your data protection complaint with us first, so we have the opportunity to fix it. However, if you are unhappy with our final response, you have the right to escalate the matter to the UK's data privacy regulator, the Information Commissioner's Office (ICO).

- **Website:** ico.org.uk
- **Phone:** 0303 123 1113

Martin Kirby

Operations Manager

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