

Data Complaints Policy

Previous version	n/a
Frequency of update	Every 2 years
Next update due	June 2028

Aim: To set out how Number Champions handles complaints relating to personal data, in accordance with the UK GDPR, Data Protection Act 2018, and the Data (Use and Access) Act 2025. In this policy, ‘the Charity’, ‘the organisation’, ‘we’, or ‘us’ all refer to Number Champions.

This policy applies to all complaints about how we collect, use, store or share personal data, from beneficiaries, donors, staff, volunteers and the public.

1. What is a Data Complaint?

A data complaint is any concern about how personal data is handled, including misuse, inaccuracies, delays in responding to rights requests, or data breaches.

2. How to Make a Complaint

Complaints can be made via:

- email, to mail@numberchampions.org.uk
- post, to our registered office address.

Please include your name, contact details and a description of the issue.

3. How We Handle Complaints

Step 1: Acknowledgement: We will acknowledge receipt of complaints within 30 days.

Step 2: Investigation: We will investigate fairly and without undue delay, taking appropriate steps and keeping you informed.

Step 3: Response: We will provide the outcome without undue delay, including findings and any actions taken.

4. Outcomes

These may include correcting data, updating processes, staff training, or issuing an apology.

5. Escalation

If you are not satisfied, you can contact the Information Commissioner's Office (ICO): www.ico.org.uk

6. Responsibility

Data Protection Lead: Beth Silver, CEO

Contact: beth@numberchampions.org.uk

7. Record Keeping

We keep records of complaints securely to monitor and improve our practices.

8. Monitoring and Review

We will continue to review the effectiveness of this policy to ensure it is achieving its stated objectives.