

Data Protection Complaints Procedure

Erskine Chambers and its members are committed to handling personal data fairly, lawfully and transparently. This procedure explains how to raise a data protection complaint if you believe that we have not handled your personal data in accordance with the data protection law, what information to provide, and how we will respond.

When this procedure applies

This procedure applies to complaints about how we have collected, used, stored, shared, or retained your personal data. It also applies to concerns about how we have handled a request to exercise your data protection rights.

You do not need to use legal terminology or refer to specific legislation. If your correspondence raises a concern about personal data, we will treat it as a data protection complaint.

Ways to raise your concern

You can raise a data protection complaint in any of the following ways:

- Email: dataprotection@erskinechambers.com
- Post: Data Protection Officer, Erskine Chambers, 1 Paper Buildings, Temple, London EC4Y 7EP
- Phone: 020 7242 5522

Details that will help us review the matter

Please provide as much of the following information as possible so that we can review your complaint efficiently:

- Your full name and contact details
- Details of the matter concerned, including any relevant dates
- The name of the barrister, member of staff involved, where applicable
- A brief explanation of what you believe has gone wrong and when it happened
- Any supporting documents, correspondence, or other relevant information

You may still make a complaint if you cannot provide all of this information immediately. We may, however, need to ask for further details before we can investigate the matter fully.

How we will consider your complaint

We will acknowledge your complaint as soon as reasonably practicable. We will then consider the information you have provided and, where necessary, ask for further details so that we can understand and investigate the matter properly.

As part of our review, we may consider relevant records, correspondence, or other information. Once the matter has been investigated, we will respond to you and aim to deal with the complaint promptly and fairly.

Complaints made on behalf of someone else

We can consider a complaint made on behalf of another person if you have authority to act for them.

Before responding in detail or sharing any personal data, we may ask you to provide evidence of that authority.

Further options if the issue is not resolved

We will aim to resolve your complaint directly. If you are not satisfied with our response, you may be able to raise your concern with the Information Commissioner's Office (ICO).

We recommend that you allow us the opportunity to consider and respond to your complaint before contacting the Information Commissioner's Office. Further information regarding how to make a complaint to the ICO and contact details can be found on the ICO's website:

<https://ico.org.uk/make-a-complaint/data-protection-complaints/>