

Complaints relating to Data Protection Act and Freedom of Information / Environmental Information Regulations issues

You have the right to be confident that the council handles your personal information responsibly and in accordance with the Data Protection Act 2018 and responds to your information requests in accordance with the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

You can complain to the council if you have a concern about the way the council is handling your information, for instance:

- your information is not being kept secure;
- inaccurate information is being held about you;
- your personal information has been disclosed to a person or organisation that it should not have;
- information about you is being kept for longer than is necessary; or
- your information is being used for a different purpose than it was originally collected for.

Or you can complain if the council has not responded to your information request in line with the statutory timescales or has not met the obligations as set out in the council's publication scheme. You can also request an internal review of the council's response to your information request. You will be advised how to do this in your information request response.

You should send any data protection or information request complaint in writing to data.protection@merton.gov.uk and any other complaint should be sent to complaints@merton.gov.uk

There is only one stage for these types of complaints, with your complaint acknowledged within three working days and a response sent, where possible, within 20 working days. This deadline will be extended to 40 working days in exceptional circumstances only and you will be advised accordingly. If the response does not fully address your complaint or you are still not satisfied with the council's actions, you can contact the Information Commissioner's Office. The Information Commissioner is an independent official appointed to oversee the Data Protection Act 2018. Further information can be found on the Information Commissioner's Office website: www.ico.org.uk or the ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone 0303 123 1113 (local rate).

Approved on 19 January 2021	Approved by Head of Information Governance	V1	Review due January 2023
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