



**Little Sisters
of the Poor**
HOSPITALITY AT HEART

Data Protection Complaints Policy and Procedure – United Kingdom

What Are Data Protection Complaints

If you are one of our data subjects (meaning we hold personal information relating to you) and you consider that The Little Sisters of the Poor has infringed data protection legislation because of the way you've handled your personal information (or the personal information of someone you're acting on behalf of), you can make a complaint.

In order to complain, you can contact our Data Protection Officer:

For example, you may submit complaints about:

- the way we've responded to your subject access request (SAR), or other rights request;
- the security measures we've used to store your information (eg someone who has been impacted by a data breach, regardless of whether it's reportable to the Information Commissioner's Office ICO); or
- how we've collected or used your personal information (eg where we've stored it, how long we've kept it for, or its accuracy).



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How to Make a Data Protection Complaint

To make a data protection complaint, please contact our Data Protection Officer.

By Post for England or Scotland:

Data Protection Officer
Little Sisters of the Poor
St Peters Residence
2A Meadow Road
South Lambeth
London
SW8 1QH

Email: DPO@LSPLONDON.CO.UK For England.

Email: DPO@LSPSCOTLAND.COM For Scotland.

Data Protection Complaints Process

1. Once a Data Protection Complaint has been received, we will acknowledge receipt of the complaint within 30 days of receiving it
2. The complaint will be investigated by our Data Protection Officer / Deputy Data Protection Officer.
3. The Data Protection Officer / Deputy Data Protection Officer will without undue delay, take appropriate steps to respond to the complaint, including making appropriate enquiries, this could include providing identity verification of complainants; and
4. without undue delay, within 30 days tell people the outcome of their complaints.

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We will clearly explain what we have done to resolve your data protection complaint and, where appropriate, any actions we've taken as a result.

If we think that we have complied with data protection law, we will explain this to you the complainant.

We will aim to provide enough information to help the complainant understand how we have reached our conclusion.

Complaints to the Regulator

At any time, and if you are not satisfied with our response to your complaint, you are able to raise the issue and complain to our regulator, The Information Commissioner's Office (ICO), they can be contacted in the following ways:

Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Online: <https://ico.org.uk/global/contact-us/>