

General Data Protection Regulations 2016

Making a complaint

How do you make a complaint if you have concerns about how we have processed your data or any requests to exercise your rights?

The council is committed to processing all personal data fairly, lawfully and in a transparent manner and in accordance with our Data Protection Policy and the General Data Protection Regulations 2016.

If you have concerns about the way we have processed your data or if you feel that we have not responded appropriately to any request to exercise your rights, you may complain, in the first instance, to our Data Protection Officer;

Henry Gordon Lennox

Email: dataprotection@eastdevon.gov.uk

Tel: 01395 517417

Or in writing to;

Data Protection Officer
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to GDPR and can be contacted as follows;

Email: casework@ico.org.uk

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

Or in writing to;

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

In addition, where you consider that your rights under the General Data Protection Regulations 2016 have been infringed by non-compliant processing that we have carried out, then you are entitled to seek an effective judicial remedy through the Courts. It is advisable that you take independent legal advice before pursuing this course of action.

