

DATA PROTECTION COMPLAINTS PROCEDURE



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Business, clinic or practice name:

Spaegie Massage Therapy

1. Purpose of this procedure

This document explains how the business, clinic or practice named above handles complaints about the way they collect, use, store, share, retain, correct or delete personal data.

This procedure applies only to data protection complaints.

Other complaints, such as concerns about treatment, professional conduct, fees, appointments, customer service or clinical care, are handled under general complaints procedures.

Personal data is taken seriously. This includes your contact details, consultation information, health history, treatment notes, consent records, appointment records, payment information, emails, messages, student records, course records and any other personal information held.

Health information is special category data under UK GDPR. This means it requires additional care and protection.

2. Who can use this procedure?

You can use this procedure if personal information is held about you.

This may include if you are a current or former client, student or course attendee, professional contact, supplier or another person whose personal data is held.

3. What is a data protection complaint?

A data protection complaint is a concern about how your personal information is handled.

You do not need to use legal wording. You do not need to mention UK GDPR. If your concern is about how your personal data has been handled, it will be treated as a data protection complaint.

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Examples include concerns about how your personal information was collected, how it was used, how it was stored, whether it was shared, how long it was kept, whether it was or is accurate, how a response was made on a request to see your records, or how a response was made to a request to correct, delete or restrict use of your information.

4. How to make a data protection complaint

You can make a data protection complaint by completing the form below and sending it to us.

You may also raise a concern by email, post or another reasonable method. If you raise a concern verbally, we may make a written note and ask you to confirm that we have understood your concern correctly.

Please send complaints to:

Email: spaegimt@mail.com

Postal address: Mill of Keithfield, Methlick, Ellon, Aberdeenshire, AB41 7HH

5. What happens after you complain?

We will acknowledge your complaint within 30 days of receiving it.

We may ask you for more information if we need it to investigate your concern properly.

We will review your complaint and make appropriate enquiries. This may include checking records, reviewing emails or messages, checking our privacy notice, considering whether information was shared, reviewing consent or lawful basis, and deciding whether any action is needed.

We will respond without undue delay. If the matter is complex or we need more time, we will keep you informed.

We will tell you the outcome of the complaint. Where possible, this will be provided in writing.

We aim to resolve and provide a final written outcome to most data protection complaints within three months and will keep you regularly informed if an extension is required due to the complexity of the investigation.

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6. Possible outcomes

Depending on the complaint, we may decide to:

- correct inaccurate information,
- update incomplete information,
- explain how or why information was processed,
- restrict further use of information where appropriate,
- delete information where appropriate,
- confirm why information must be retained,
- update our procedures,
- take another reasonable action,
- or explain why we do not agree with the complaint.

7. If you remain dissatisfied

If you remain dissatisfied after we have responded, you have the right to contact the Information Commissioner's Office, known as the ICO.

ICO complaints page: <https://ico.org.uk/make-a-complaint/>

ICO helpline: 0303 123 1113

ICO postal address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF