

## ***General Data Protection Regulation (GDPR)***

### ***Complaints Policy***

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#### **Purpose**

Bruen FS LTD is committed to providing a quality service for its employees and clients alike, in an open and accountable way. We aim to respond to complaints in confidence and in a prompt, polite manner.

#### **Scope**

This procedure addresses complaints from data subject(s) relating to the processing of their personal data, Bruen FS LTD handling of requests from data subject(s) and appeals from data subject(s) on how complaints have been handled.

#### **Policy Statement**

- Bruen FS LTD has the contact details of its Data Protection Officer/GDPR Owner published on its bruenfs.ie clearly under the about us section.
- Bruen FS LTD has clear guidelines on the Complaints Policy page (www.brufenfs.ie) and relevant contact details. Any queries or complaints from the data subject(s) will be sent directly to the **GDPR owner**.

Bruen FS LTD clearly provides data subject(s) with its Privacy Notice by publishing it on its website (www.brufenfs.ie), clearly under the 'about us' or in word format as agreed with the data subject.

- Data subject(s) may submit a claim regarding the following:
  - How their personal data has been processed
  - How their request for access to data has been handled
  - How their complaint has been handled
  - Appeal against any decision made following a complaint.
- Data subject(s) lodging a complaint with the **Organisation Name's Data Protection Officer/GDPR Owner** may do so by means of **via email** direct to the **/GDPR Owner as published (at this location)** on the company website.
- Data subject(s) may also lodge a complaint in writing. Note: All employees should be aware of the process relating to Subject Access Requests (SAR's). Complaints received by telephone will not be accepted and will need to be in writing.
- Complaints are to be resolved within **1 month**.
- Appeals on the handling of complaints are to be resolved within **(timeframe)**.
- If Bruen FS LTD fails to act on a data subject(s) access request within 30 days or refuses the request, it must specify in clear and plain language the reasons it was unable to respond or indeed, why the request was refused.
- Bruen FS LTD will also inform the data subject(s) of their right to complain directly to the supervisory authority (Office of the Data Protection Commissioner). In doing so Bruen FS LTD provides the data subject(s) with the contact details of the supervisory authority (**Currently Office of the Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23**) and informs them of their right to seek judicial remedy.

## Roles and Responsibilities

- All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the **GDPR Owner**.
- **GDPR Owner** is responsible for dealing with all complaints in line with this procedure.

## Contacts

- (Name) **GDPR Owner**-Joe Bruen

## Policy Review

- Policy Prepared For: (Bruen FS LTD)
- Approved by Board/Management On: (Date)**23/05/2018**
- Policy Became Operational On: (Date)**23/05/2018**
- Next Review Date: (Date)**23/05/2020**

DocuSigned by:  
*Joe Bruen*  
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12-10-2018

DocuSigned by:  
*Michelle Doherty*  
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