



# ROYAL SOUTHAMPTON YACHT CLUB

## Data Protection Complaints Process

### 1. Purpose

This process explains how individuals can raise concerns about how we handle their personal data, and how we will respond.

### 2. Scope

Applies to all personal data processed by our organisation, whether in paper or electronic form.

### 3. How to Make a Complaint

You can make a complaint in writing, via email to [Administration@RSYC.org.uk](mailto:Administration@RSYC.org.uk) or via post to:

RSYC  
Gins Clubhouse  
Gins Lane  
St Leonard's  
Hampshire  
SO42 7XG

Please include:

- Your name and contact details
- The details of the data protection concern
- Any relevant dates, correspondence, or evidence

### 4. Acknowledgement

We will acknowledge your complaint **within 10 working days** of receipt.

### 5. Investigation

- A Data Protection Officer (or appointed staff member) will review your complaint.
- We may contact you for further information.
- We aim to complete our investigation **within 30 calendar days**.

### 6. Outcome

We will provide a written response explaining:

- Our findings
- Any actions taken or planned
- Your right to escalate the matter

### 7. Escalation

If you are not satisfied with our response, you can contact the **Information Commissioner's Office (ICO)**:

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

### 8. Record Keeping

We will keep a record of all complaints and our responses for **at least 2 years**.