

Royal Signals Trustee Ltd (RSTL)

Data Protection Complaints Policy

Document Owner: Royal Signals Corps Secretary

Policy Area: Data Protection and Information Governance

Version: 1.0

Effective from: July 2026

Purpose

1. The Royal Signals Trustees Ltd (RSTL) is committed to protecting the privacy and personal information of all individuals whose information it processes. The RSTL recognises that individuals have the right to raise concerns where they believe their personal information has not been handled lawfully, fairly or transparently. This policy establishes a clear, fair and consistent process for receiving, investigating and responding to complaints relating to the processing of personal data.

2. This policy support the museum's obligations under:

- a. UK General Data Protection Regulation (UK GDPR)
- b. Data Protection Act 2018
- c. Data Use and Access Act 2025 (DUAA 2025)
- d. Privacy and Electronic Communications Regulations (where applicable)
- e. Information Commissioners Office (ICO) Guidance.

Scope

3. This policy applies to all personal data processed via electronic means, paper, photography, or any other medium by or on behalf of the Royal Signals Charity, including information relating to:

- a. Members
- b. Employees
- c. Trustees
- d. Website Users
- e. And any other identifiable individual

What is a complaint?

4. A data protection complaint is any expression of dissatisfaction concerning how the Royal Signals Charity has collected, used, share, stored, retained personal information.

Examples include:

- Marketing communications
- Use of photographs
- Disclosure of information and suspected data breaches
- Security of personal information
- Data accuracy
- Handling of Subject Access Requests
- Deletion of information

Who Can Make a Complaint

5. Complaints can be made by:
 - a. Any data subject
 - b. A parent or guardian acting on behalf of a child
 - c. A person holding legal authority to act for another individual
 - d. A representative authorised by the data subject

The RSTL may request reasonable evidence of authority and identification where appropriate.

How To Make a Complaint

6. Complaints may be submitted:

By email

RSIGNALSHQ-HdCommsInfo-SEO@mod.gov.uk

By Post

DPA
 HQ R SIGNALS
 Griffin House
 Blandford Forum
 Dorset
 DT11 8RH

By Telephone

0303 379 2350

Please include:

Name
 Contact details
 Description of concern
 Dates involved

Supporting evidence

Desired outcome

Complaint Handling Principles

7. Every complaint will be handled
 - a. Lawfully
 - b. Fairly
 - c. Objectively
 - d. Confidentially
 - e. Proportionately
 - f. Without prejudice
 - g. As quickly as is reasonably possible

Responsibilities

8. **The Board of Trustees.** Is ultimately responsible for ensuring appropriate governance arrangements exists for handling complaints
9. **The DPA.** Receives the complaints, co-ordinates the investigations, maintains compliant records, ensures responses are issued, identifies lessons learnt and reports significant matters to Trustees where appropriate.
10. **Employees.** Must report complaints immediately, cooperate with investigations, preserve relevant records, maintain confidentiality.

Receiving Complaints

11. Upon receiving a complaint the DPA will acknowledge it, record it in the Complaints register, assess the complaint, determine the action required and identify if a data breach has occurred.
12. You will receive an acknowledgement within **five working days**. This will include a reference number, the investigating officer, expected timescale and request for further information if required.
13. RSTL will aim to issue a response within 30 days. If the complaint is complex they may require additional time, but the complainant will be informed of the reasons, timescales and progress.
14. Following an investigation, the RSTL may conclude that:

- a. No breach occurred
- b. Complaint is upheld
- c. The complaint is partial upheld
- d. Insufficient evidence available

Dissatisfaction with the outcome

15. If the individual remains unhappy with the outcome they may request an internal review. This review will consider whether the investigation was thorough, all relevant evidence was considered, the decision was reasonable and appropriate procedures were followed. An internal review will not normally reinvestigate unless new evidence is presented.

Right to Complain to the Information Commissioner's Office

16. Individuals have the right to complain to the Information Commissioner's Office (ICO) if they remain dissatisfied with how the Charity has handled their personal information.

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

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

Learning and Improvement

17. Complaint outcomes will be periodically reviewed and monitored to identify number of complaints if there are any recurring themes or improvements that can be made, whether that is through policy, procedurally or technologically.

18. An anonymised report may be given to the Board of Trustees as part of their governance and compliance reporting arrangements.