

Data Protection Complaints Procedure

Purpose

Information about how ISHA collects, stores and processes your personal data can be found on the privacy section of our [website](#). This procedure explains how we handle complaints related to the way we use or protect your personal information, ensuring that any concerns are addressed promptly, fairly and in accordance with UK data protection law, including the UK GDPR, the Data Protection Act 2018, and any applicable legislative updates.

What Counts as a Data Protection Complaint

A data protection complaint is a concern about how ISHA collect, use, share or protect your personal data, or how we have handled a data protection request (such as a subject access request).

Examples of a data protection complaint might include:

- Dissatisfaction with how your personal information has been collected, used, stored or shared
- The accuracy of your personal information: We are holding incorrect or outdated details about you (such as tenancy/employment records or household members) and have failed to update them or refused your request to fix an error.
- Delays or issues with your data requests: We have failed to respond to a Subject Access Request (SAR) within the legal time limit, or you are concerned that the information we provided is incomplete or inaccurate.

What is *not* a Data Protection Complaint

Some concerns are not about personal data, such as:

- Dissatisfaction with a service or decision
- Staff conduct, that does not involve personal data
- General policy or operational issues

If you are unsure whether a concern is a data protection complaint, please feel free to contact us via one of the methods below and we can assist you further.

How to Make a Data Protection Complaint

If you wish to make a complaint about how we have handled your personal information, there are a number of ways that you can report this:

- Email: DataProtection@isha.co.uk
- Telephone: 0300 131 7300
- Via Post or in Person: Our address is: 102 Blackstock Road, London, N4 2DR

If you choose to report your complaint via telephone or in person, our opening hours are from 9am – 5pm, Monday to Friday (excluding public holidays).

We will aim to acknowledge your data protection complaint within 2 business days, although the statutory requirement is to acknowledge within 30 days.

How we Handle Data Protection Complaints

We take data protection complaints seriously.

- When we receive a data protection complaint, we will acknowledge receipt of it and review the concerns raised. We will take appropriate steps to understand and address the issue. Where further information is needed, we may contact you.
- We will aim to respond to your complaint clearly and fairly without undue delay and can assist you further if you have questions about our response.
- We aim to respond to your complaint within 1 calendar month of sending our acknowledgement. If we need more time, we will let you know.
- If you are dissatisfied with our response, you may have the right to raise your concern with the Information Commissioner’s Office (ICO). Details on how to do this can be found below.

Escalation

If you are not satisfied with the outcome of your data protection complaint, you may escalate your data protection complaint to the Information Commissioner’s Office (ICO) or seek a judicial remedy. You can find the details for the UK Information Commissioner’s Office (ICO) below:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: www.ico.org.uk

Telephone: 0303 123 1113

Email: icocasework@ico.org.uk

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