

Data Protection Complaints Procedure

The Data (Use and Access) Act 2025 (DUAA) amends, but does not replace, the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA). Section 103 of the DUAA requires Extern to take steps to enable data subjects to make complaints about how we handle their personal information.

Data subjects must now first raise their complaint with the Extern, before escalating it to the Information Commissioners' Office (ICO).

We want to ensure any complaints are dealt with efficiently and quickly. We use this opportunity to rectify any mistakes that have been made to improve our quality of work.

You have the right to complain to the Extern if you think it has not handled personal information responsibly and in line with good practice, such as where you:

- are unhappy with your response to a subject access request (SAR), or other rights request
- have been impacted by a data breach by the Extern
- are unhappy about the way we have used your personal information (for example where we store it, how long we have kept it for, or its accuracy).

This service should only be used if you have a complaint about how Extern has dealt with your personal data.

How to make a data protection complaint

You'll need to provide the following information when making a complaint about the handling of your personal data:

- your name
- your address (email or physical address where you wish to receive your response)
- details of the issue you wish to complain about.
- Submit your complaint

You can make a complaint in one of the following ways.

Online form



You can complete our online form to submit a complaint online.

Email

You can email us at: dpo@extern.org

In writing

Extern
Hydepark House
3 McKinney Road
Newtownabbey
BT36 4PE

Telephone

If you would prefer to make your complaint verbally, you can contact us by phone.

Telephone: 02890840555

Time Period

In line with ICO guidance the Extern will:

- acknowledge receipt of complaints within 30 days of receiving them
- without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and will keep you informed
- without undue delay, tell you the outcome of your complaint.

What if I am unhappy with the reply?

The ICO is responsible for making sure that organisations behave in accordance with the Data Protection Act.

If you are not happy with our reply, you can [Make a complaint | ICO](#) The ICO will investigate your complaint further.