

DATA PROTECTION COMPLAINT PROCEDURE

The Trustees of the British Coal Staff Superannuation Scheme (the “Scheme”) have to handle the personal data of many individuals including members of the Scheme for the purposes of administering the Scheme and making pension payments. They rely on the support of service providers, in particular Coal Pension Trustees Services Limited (“CPT”), which supports the day to day running of the Scheme, and Capita Pensions Solutions Limited, the Scheme’s administrator. Further details on how they handle personal data can be found in their privacy notice.

The Trustees have put in place this Procedure for you to use to resolve any complaints you may have about the way the Trustees, CPT or its services providers have handled your personal data.

Who may make a complaint?

All individuals have a right to complain about the way their personal data is handled. This Procedure can be used by anyone whose personal data is held by the Scheme and wishes to complain about how their data has been handled. This includes Scheme pensioner and deferred members, prospective members of the Scheme, pension credit members and widows, widowers, civil partners, or children or other dependants of a member who has died.

How does it work?

This Procedure will be followed by the Trustees whenever they receive a complaint from an individual relating to how they, CPT or their other service providers have handled personal data. Any complaints will be referred to the Scheme Secretary who will be responsible for investigating the complaint and responding on behalf of the Trustees.

What do I need to do?

If you wish to make a complaint about how your personal data has been handled you may write to the postal or email address shown below setting out full details of your data protection complaint. You may use the Data Protection Complaint Form attached to set out details of your complaint, although the Trustees will investigate and respond to any data protection complaint whether received in this way or by any other means.

Scheme Secretary
British Coal Staff Superannuation Scheme
Ventana House
2 Concourse Way
Sheaf Street
Sheffield
S1 2BJ

Email: bcsss.enquiries@coal-pension.org.uk

Can I get any help with making a complaint?

The Scheme Secretary will be able to help if you have a query about the Procedure or the type of information you should include – please use the email address above should you require such assistance. You can of course get help from anyone of your choosing – a friend or colleague, or perhaps a solicitor (you should be aware however that the Trustees will not normally pay for any costs you incur). The Information Commissioner's Office (ICO), the UK's official data protection regulator, is also able to help.

When will I receive a reply or a decision?

The Scheme Secretary will acknowledge receipt of your complaint within 30 days of receiving it and may ask for further information from you. They will then write to you without undue delay with the results of their investigation into your complaint. They will explain what they have done to resolve the complaint and, where appropriate, any actions the Trustees have taken as a result. Where appropriate, the Scheme Secretary may provide you with interim updates on the progress of the investigation into your complaint.

What happens if I am not satisfied?

If you are not satisfied with the response you receive for any reason you may refer your complaint to the ICO:

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

Telephone: 0303 123 1113

Website: [ICO.org.uk](https://ico.org.uk)

DATA PROTECTION COMPLAINT FORM

Complainant

Title	
Surname	
Forenames	
Date of birth	
National Insurance Number	
Address	
Postcode	

Details of complaint

[Please insert details of your complaint including as a minimum the type of personal data and how you believe that personal data has been mishandled or your rights have otherwise been infringed]

Signature:	Date:
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