



11KBW PROCEDURE FOR HANDLING DATA PROTECTION COMPLAINTS

In relation to personal data processed by Chambers staff, the data controller is 11KBW Limited (the company that employs those staff).

Individual barristers at 11KBW (including associate members) are data controllers in relation to the personal data that they process in the course of their own practice.

Data protection complaints may therefore arise in relation to 11KBW Limited or in relation to one or more of the barrister members of Chambers.

By a “data protection complaint”, we mean a complaint that 11KBW or an individual barrister has infringed data protection legislation because of the way they have handled the personal information of the complainant, or of a person for whom the complainant is authorised to act. This may include (but is not confined to) the way in which a subject access request has been handled.

The process for dealing with data protection complaints will differ, depending on whether the complaint relates to the processing of data by 11KBW Limited or by an individual barrister at 11KBW.

For complaints relating to personal data processed by 11KBW Limited, there is a designated email address: DPcomplaints@11kbw.com. Complaints can be made to this address. Such complaints will be dealt with by a member of the Chambers IT Committee who has not previously been involved with the subject-matter of the complaint. If there is a difficulty in identifying a suitable individual to deal with the complaint, the Chair of the IT Committee will consult with the Heads of Chambers to find a suitable individual.

Complaints relating to personal data processed by an individual barrister in the course of their practice can be directed to the barrister in question at their 11KBW email address. The addresses are available on 11KBW’s website. The individual barrister may choose to deal with the complaint themselves (particularly if it involves confidential client data that would not

Barristers Regulated by
the Bar Standards Board

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11 King’s Bench Walk
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EC4Y 7EQ

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wish to share with another person). Alternatively, they may ask the Chair of the IT Committee to appoint a suitable individual to deal with the complaint.

To be clear, although complainants are encouraged to use the channels of communication set out above, they are not required to do so, and complaints that are raised via other routes will be dealt with in accordance with this policy.

In order to complain, it is not necessary for individuals to use legal terminology or to quote sections of the data protection legislation.

If it is not clear whether a complaint relates to a data protection issue or some other matter, we will seek clarification. We may ask an individual for proof of identity before considering their complaint.

In every case we will do the following:

- 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 keep people informed; and
- Without undue delay, tell people the outcome of their complaints.

In dealing with data protection complaints, we will have regard to the ICO's guidance about complaint handling, available online at <https://ico.org.uk/for-organisations/how-to-deal-with-data-protection-complaints/>

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