

Raising a concern with an organisation

Template letter

You have the right to be confident that organisations handle your personal information responsibly and in line with good practice.

You may wish to raise a concern about the way an organisation is handling your information if it:

- Is not keeping your information secure;
- Holds inaccurate information about you;
- Has disclosed information about you;
- Is keeping information about you for longer than is necessary; or
- Has collected information for one reason and is using it for something else.

You can use the template letter below to help you raise your concerns.

[Your full address]

[Phone number]

[Date]

[Name and address of the organisation]

[Reference number if available]

Dear [Sir or Madam / name of the person you've been in contact with]

Information rights concern – [Your full name and address]

I am writing to seek your help in resolving a problem I am experiencing regarding the way my personal information has been handled under GPDR/DPA 18. The problem is causing me some concern and I hope that by bringing it to your attention the matter can be dealt with quickly and amicably.

[Give details of your concern, explaining clearly and simply what has happened and, where appropriate, the effect it has had on you].

I understand that I can report my concern to the Information Commissioners Office (ICO) but, I should initially give you the opportunity to deal with the issue[s] raised.

If, when I receive your response, I still wish to report my concern to the ICO, I will provide them with a copy of it to consider.

Please could you let me have a full response within one calendar month. If you cannot respond within that timescale, please let me know when you will be able to respond.

I would welcome the chance to discuss this with you and can be contacted on the following number [telephone number].

Yours faithfully

[Signature]

[Full name]