

GDPR COMPLAINTS PROCEDURE

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Owner	Data Protection Officer
Approved By	Chief Executive



1. SCOPE

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Cameo Network Services Ltd. handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

2. RESPONSIBILITIES

All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer. Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

3. PROCEDURE

Cameo Network Services Ltd. has the contact details of its Data Protection Officer published on its website www.cameo.co.uk, clearly under the 'Contact us' section.

Data subjects are able to complain to Cameo Network Services Ltd. about:

- how their personal data has been processed
- how their request for access to data has been handled
- how their complaint has been handled
- appeal against any decision made following a complaint.

Data subject(s) lodging a complaint with the Cameo Network Services Ltd. Data Protection Officer are able to do so by contact form published on the company website, and/or via email direct to the Data Protection Officer as published on the company website. Complaints received via the contact form are directed to the Data Protection Officer for resolution.

Complaints are to be resolved within timeframe. Appeals on the handling of complaints are to be resolved within timeframe.

If Cameo Network Services Ltd. fails to act on a data subject's access request within the appropriate timeframe, or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. Cameo Network Services Ltd. will also inform the data subject(s) of their right to complain directly to the supervisory authority.

In doing so, Cameo Network Services Ltd. provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.