



Data Protection Complaint

NPTC Group of Colleges takes its obligations under the UK GDPR 2018, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations (PECR) and the Data (Usage and Access) Act very seriously. However, if you are unhappy or dissatisfied with our service you can use this form to tell us.

You can complain about how your information is being handled if it:

- we have not properly responded to your request for your personal information;
- your information has not been kept secure;
- we hold inaccurate information about you;
- we have disclosed information about you;
- your information is being kept for longer than is necessary;
- we have collected information for one reason and are using it for something else; or
- we have not upheld any of your data protection rights.

Complaints may be made in writing, either by letter or email, or verbally. Please note that whilst completion of the attached form is not compulsory, its use will help provide us with the necessary data to process your request. If you make your request verbally, we recommend you follow it up in writing.

Please note that we may request further information to confirm your identity. The period for responding to your request begins when we receive the additional information.

When making a complaint please include the following information:

- Your name and contact details;
- Any information we can use to identify or distinguish you from other people with the same name (e.g. staff number, student number);
- Any details or relevant dates that will help us investigate your complaint.

We will respond to your request within one calendar month. If further information is requested from you in relation to confirming your identity the time will begin from when we receive the additional information. Where the complaint is complex and we cannot respond within one calendar month regular updates and a target date will be provided.

Requests being made on behalf of others

Complaints can be made by an individual on someone else's behalf. In such cases we will need to be satisfied that the third party making the request is entitled to act on behalf of the individual. The third party will be required to provide evidence of this entitlement. Evidence may include a written authority from the data subject or a power of attorney. Please note that confirmation of identity may still be required from the data subject.

The Group's Data Protection Officer can be contacted by email at data-protection-officer@nptcgroup.ac.uk or by telephone on 0330 818 9014.



Customer Data Protection Complaint Form

Your Details	
Title	
First Name	
Surname	
Postal address	
Email	
Telephone No.	
Course & Tutor (if applicable)	
<p>NPTC Group of Colleges will treat your personal information in line with the Data Protection Act 2018 and the General Data Protection Regulation. The information you provide on this form will be used to process your complaint. It will not be shared with any third parties, will be held securely, will not be used for any other purpose and will not be retained for longer than required.</p>	

Note: If you are acting on behalf of the individual you must have their signed, written authority to do so and you must enclose that authority with your request. Please complete this section with your details and submit the request with the appropriate proofs of identity.

Details of the Third Party requesting the information	
Full name	
Organisation (if applicable)	
Address	
Email address	
Telephone No:	



Please describe your relationship with the Data Subject that leads you to make this request for information on their behalf.

Proofs of identity include, your College ID card, a copy of your passport, driving licence or birth certificate.

Evidence of the individual's consent to disclose to a third party includes a signed letter of authority, power of attorney.

Details of Your Complaint

Please provide details of your complaint and any evidence that you would like us to consider.

Please return the completed form to the Data Protection Officer, NPTC Group of Colleges, Neath College, Dwr-y-Felin Road, Neath SA10 7RF or email to data-protection-officer@nptcgroup.ac.uk.