

# Arden House Medical Practice

## Data Protection Complaints Policy June 2026

### Data Protection Complaints Policy – added 18th June 2026

We are committed to keeping your personal information safe and using it in line with data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you are unhappy with how we use, share or store your personal information, you have the right to complain.

This page explains how to do that and what you can expect from us.

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#### 1. What is a data protection complaint?

A data protection complaint is when you tell us you are unhappy about how we handle your personal information. For example, you may be concerned about:

- Who has seen your records
- How long we keep your information
- Information in your record that you think is wrong
- A possible data breach (for example, information sent to the wrong person)
- How we have responded to a request to see your information

If your concern is about your medical care or our service (rather than how we use your data), please see the NHS England guidance on complaints about healthcare:

<https://www.england.nhs.uk/contact-us/feedback-and-complaints/complaint/complaining-to-nhse/>

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#### 2. How to make a data protection complaint

Please contact us in the first instance so we can look into your concern.

You can:

- Write to us:  
Arden House Medical Practice, Sett Close, New Mills, High Peak, SK22 4AQ
- Telephone:  
01663 745266 - ask for the Practice Manager or Operations Manager
- Email : [ddicb.surgery.ardenhouse@nhs.net](mailto:ddicb.surgery.ardenhouse@nhs.net)
- Website form [Ask the reception team a question – Arden House Medical Practice](#)
- Or make an appointment to see the Practice Manager in person

Please mark your complaint “Data Protection Complaint” so we can direct it quickly to the right person.

To help us investigate, please include:

- Your full name and date of birth
- Your current address and a contact telephone number or email
- A clear description of what you are concerned about
- When it happened (dates, if known)
- Any relevant copies of letters, emails or screenshots

If you are complaining on behalf of someone else, we may need their written consent before we can share information with you.

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### 3. What happens next?

- We will acknowledge your complaint within 30 working days of receiving it.
- We will investigate your concerns in line with our data protection complaints procedures.
- We may contact you if we need more information or to clarify any points.
- We aim to send you a full written response as soon as possible and normally within 30 working days. If it is likely to take longer, we will let you know and explain why.

Where we find that something has gone wrong, we will:

- Explain what happened
  - Tell you what we are doing to put it right (where possible)
  - Explain what we are doing to reduce the chance of it happening again
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### 4. Your data protection rights

Under data protection law, you have rights over your personal information, including:

- The right to be informed how we use your data (our privacy notice)
- The right to request a copy of your information (subject access request)
- The right to ask us to correct information you think is wrong
- The right to ask us to delete or restrict how we use your information in some circumstances
- The right to object to certain types of processing

More information about your rights is available from the Information Commissioner's Office (ICO): <https://ico.org.uk/for-the-public/>

You can also read NHS England's privacy notice here: <https://www.england.nhs.uk/contact-us/privacy-notice/>

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### 5. If you are not satisfied with our response

If you are unhappy with our reply to your data protection complaint, you can contact the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection.

The ICO will usually expect you to have raised your concern with us first.

Information Commissioner's Office (ICO)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Website: <https://ico.org.uk/>

Telephone: 0303 123 1113

You can find out more about how to raise a concern with the ICO here:

<https://ico.org.uk/make-a-complaint/>

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#### 6. Keeping this policy up to date

We review this policy regularly and may update it from time to time. Any changes will be published on this page.