

France Mission Data Protection Complaints Policy

Purpose

The UK General Data Protection Regulation (“UK GDPR”), the Data Protection Act 2018 (“DPA 2018”), Data (Use and Access) Act 2025 (“DUAA”), and the Privacy and Electronic Communications Regulations (“PECR”) (together, the “Data Protection law”), give data subjects and applicable third parties rights in relation to personal data. This procedure details how France Mission will respond to complaints from data subjects and third parties relating to the use of personal data.

Scope

This policy applies to all data subjects whose personal data is held or processed by France Mission,.

This policy addresses complaints made by data subjects regarding the use of their personal data, including marketing. Complaints may be made in relation to any aspect of France Mission’s processing of personal data.

How to complain

If you are dissatisfied with any aspect of France Mission’s processing of your personal data, you can complain to us using the following details:

UK Director: Paul Cooke

France Mission

PO Box 743

Exeter EX1 9RN

Telephone number: +44 (0)7980 450462

Email: paulcooke@francemission.org

Please include the following information:

- Your full name and contact details
- A clear description of the issue
- The date or period of the incident
- Supporting evidence (if applicable)

Process

Once we receive your complaint, we will send you an initial acknowledgement to confirm that we have received it. The law requires us to do this within 30 days of the day after we receive the complaint; however, in most cases, we will provide an initial acknowledgement of your complaint within 7 working days of receipt.

When we provide the initial acknowledgement of your complaint, we may also ask you to provide further information or supporting evidence, including details of what decision you are unhappy about and the outcome you are seeking. We may also ask for proof of identity. If you are making the complaint on behalf of another person, we will need you to provide evidence that you have the authority to act on that person's behalf, which may include evidence of power of attorney or a signed letter of authority.

Once you have provided proof of identity and any further required information, we will send you a further acknowledgement which will explain how we intend to proceed with the complaint investigation. We will also set a date by which you can expect a full response to your complaint. This will usually be within 30 days of receipt of proof of identity, but in some circumstances, for example if the complaint is particularly complex, we may need longer to carry out the investigation.

When we have completed our investigation, we will provide you with a full response, explaining how we investigated the complaint, the findings of the investigation, and the outcome, including any actions that we have taken or propose to take.

Appeals

If you are not content with the outcome of our response to your complaint, you have the right to complain directly to the Information Commissioner. The Information Commissioner can be contacted at:

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

Helpline number 0303 123 1113

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

More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website. You should usually submit your complaint to the ICO within three months of your last contact with us.

Privacy notice

In order to administer the complaints process, we need to keep a record of certain information about you, including your name, the date of your complaint, the details of the complaint, and the outcome.

Our lawful basis for processing this information is our legal obligation to comply with UK GDPR.

The information will be stored securely in the UK, will not be shared with any third parties (unless this is necessary for legal purposes), and will be retained for two years after the date at which we resolve your complaint. For further information on how we process your personal data, please refer to our privacy notice.