

## **Dunfermline Trondheim Twinning Association Data Protection Complaints Process**

**The Dunfermline –Trondheim Twinning Association takes your privacy concerns seriously.**

If you have any concerns about the way your information is being handled, please contact the Association without delay. It can be contacted as follows:

Contact details: [secretary@dtta.net](mailto:secretary@dtta.net)

The Association will carefully investigate and review all complaints and take appropriate action in accordance with Data Protection Legislation. You will be kept informed of the progress of the investigation and the outcome. Any complaint received by the Association must be referred to the Convenor or Secretary who will arrange for an investigation as follows:

1. A record will be made of the details of the complaint.
2. Consideration will be given as to whether the circumstances amount to a breach of Data Protection Legislation and action taken in accordance with the Data Breach Procedure.
3. The complainant will be kept informed of the progress of the complaint and of the outcome of the investigation.
4. At the conclusion of the investigation the Association Committee will reflect on the circumstances and recommend any improvements to systems or procedures.