

COMPLAINTS PROCEDURE – Data Protection

Date Created	31/08/2025
Status	Final
Version	6.0
Review Date	31/08/2025
Next review	Changes in Legislation/processes or 31/12/26
Owner	Course Co-ordinator
Approved By	Director

1. SCOPE

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Lingfield Equine Distance Learning (Equine Qualifications UK CIC) 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

Lingfield Equine Distance Learning (Equine Qualifications UK CIC) has the contact details of its Data Protection Officer published on its website <https://www.horse-care.co.uk/>, clearly under the 'Contact us' section.

Lingfield Equine Distance Learning (Equine Qualifications UK CIC) has clear guidelines on its website and contact us form, which is sent directly to the Data Protection Officer mailbox, that enable the data subject to lodge a complaint.

Lingfield Equine Distance Learning (Equine Qualifications UK CIC) clearly provides data subject(s) with the privacy notice by publishing it on its website <https://www.horse-care.co.uk/privacy/>

Data subjects are able to complain to Lingfield Equine Distance Learning (Equine Qualifications UK CIC) 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 Lingfield Equine Distance Learning (Equine Qualifications UK CIC) 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 Lingfield Equine Distance Learning (Equine Qualifications UK CIC) 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. Lingfield Equine Distance Learning (Equine Qualifications UK CIC) will also inform the data subject(s) of their right to complain directly to the supervisory authority.

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In doing so, Lingfield Equine Distance Learning (Equine Qualifications UK CIC) provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.