

INTERNAL USE ONLY

The British Society of Urogynaecology (“BSUG”) Data Protection Complaints Procedure

Document Control

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1. Introduction

- 1.1. This Data Protection Complaints Procedure (this “procedure”) sets out guidance and the procedure to be followed by all employees, workers and contractors (“personnel”, “you”, “your”) of the British Society of Urogynaecology (“BSUG”, “we”, “us”, “our”) if a data protection complaint is received. This procedure relates to individuals whose Personal Data we collect and process (“Data Subjects”).
- 1.2. This procedure has been prepared with due regard to the data protection laws applicable to BSUG and our Personal Data Processing activities. These Data Protection Laws include the UK General Data Protection Regulation (“UK GDPR”), the Data Use & Access Act 2025 (“DUAA”), and the Data Protection Act 2018 (“DPA 2018”), (collectively referred to as the “Data Protection Law”).
- 1.3. This procedure should be read together with the following related documents:
 - a) BSUG Data Protection Policy
 - b) BSUG Data Protection Complaints Form

Please note, that the definitions for any undefined terms in this document can be found in our Data Protection Policy and are applicable to this procedure.

2. Purpose of this Procedure

- 2.1. It is important to facilitate data protection complaints in the manner required by law. The purpose of this procedure is to set out our obligations when a data protection complaint (a “complaint”) is received from a Data Subject.
- 2.2. A Data Subject can make a complaint at any time and through any means of communication. It is important that all employees can identify a complaint and are aware of our complaints process, to ensure that all employees understand the steps necessary to take when a complaint is received.

3. Scope

- 3.1. This procedure applies to all Personal Data processed we process, whether held in electronic form or in physical records, and regardless of the media on which that data is stored. It applies to Personal Data we process as a Data Controller, and Personal Data we process as a Data Processor (on behalf of our clients).
- 3.2. The British Society of Urogynaecology are registered as a Data Controller with the Information Commissioner’s Office, having registration number ZA048731.

4. Steps to Follow

4.1. The following steps and actions are to be taken (in the order shown) upon receipt of a complaint:

4.2. Always

No.	Step	Action
1.	A Data Subject submits a complaint. This can be by any means, including via email, by letter, or by telephone. It may be received by any employee or worker.	Communicate receipt of the complaint internally without delay, by sending an email with details of the complaint to bsug@rcog.org.uk .

4.3. BSUG as a Processor

2.	Notify the Data Controller where we are the Data Processor.	If the complaint in question relates to our activities as a Data Processor, the complaint shall be forwarded to the Data Controller without delay. If authorised by the Controller, we shall also notify the Data Subject that we are a Data Processor and the complaint has been passed to the Data Controller.
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4.4. BSUG as a Controller

3.	Acknowledge the complaint and request proof of identification, if necessary.	We shall acknowledge the complaint within 30 days of receipt of the complaint. Proof of identification, if required, shall be requested at the same time. There is no legal requirement for Controllers to request proof of identification and it shall not be requested as a matter of routine. Each complaint shall be assessed on a case by case basis. If proof of identification is required, the attached Complaints Form shall be used. The Honorary Secretary will consult with the Data Protection Officer and shall assess the complaint and the information provided by the Data Subject.
4.	Investigate the complaint and inform the Data Subject of the outcome, keeping the Data Subject updated with progress regularly.	The complaint shall be investigated without undue delay and once the investigation has been completed (and a decision has been made), the Data Subject shall be notified. If the investigation takes longer than one month, the Data Subject shall be provided with progress updates on a regular basis (once a month).
5.	Record the complaint and the actions taken.	A record of all complaints shall be kept to demonstrate that the complaints have been

		processed and our obligations under the legislation have been met.
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5. Time Limit to Respond

- 5.1. All requests shall be managed by the Honorary Secretary, who shall record the date on which the request was originally received. The 30 days shall start on the date the request is received and verified.

6. Implementation & Procedure Management

- 6.1. This procedure shall be deemed effective as of 16th April 2026. No part of this procedure shall have retroactive effect and shall thus apply only to matters occurring on or after this date.
- 6.2. This procedure shall be reviewed by the Data Protection Officer annually.