

# Art Behaviour

## Data Protection Complaints Procedure

*Last updated: June 2026*  
*Effective from: 19 June 2026*

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### 1. Purpose

This procedure sets out how Art Behaviour handles complaints relating to data protection and the use of personal information. It has been put in place to meet the requirements of the Data (Use and Access) Act 2025, which comes into effect on 19 June 2026.

We take data protection seriously, particularly given the sensitive nature of the information we hold. We are committed to handling any concerns or complaints promptly, fairly and transparently.

### 2. What is a Data Protection Complaint?

A data protection complaint is any concern raised by an individual about the way their personal information has been collected, used, stored, shared or deleted by Art Behaviour. This includes concerns about:

- How we have used someone's personal information
- Whether we had the right to use it
- Information shared with schools, social workers, carers or other support professionals
- Requests to access, correct or delete personal information that have not been handled properly
- A suspected data breach or unauthorised access to personal information
- Any concern relating to AI or automated tools used in connection with personal data
- Any other concern about how we handle personal data

### 3. How to Make a Complaint

If you have a concern about how we have handled your personal information, please contact us using one of the following methods:

- Email: [helpme@artbehaviour.com](mailto:helpme@artbehaviour.com)
- Post: Data Protection, Art Behaviour, Brooklands House, 58 Marlborough Road, Lancing, BN15 8AF

Please include as much detail as possible about your concern, including your name, contact details and a description of the issue.

We want this process to be accessible to everyone. If you need this notice in a different format, or if you would prefer to speak to someone directly rather than communicate in writing, please let us know and we will do our best to help.

## 4. What Happens Next

Once we receive your complaint, we will:

- Acknowledge receipt of your complaint within 30 days
- Investigate the matter thoroughly and fairly
- Keep you informed of progress where appropriate
- Provide you with a full written response as soon as possible

We aim to resolve all complaints within one month of receipt. Where a complaint is complex, we may require up to three months. If this is the case we will let you know within one month of receiving your complaint and explain why.

## 5. Complaints About AI or Automated Decisions

If your concern relates to how AI or an automated tool has been used in connection with your personal data, we will review whether AI was used and at what stage, whether the use was lawful, fair and transparent, and whether appropriate human oversight was in place.

We will not use AI alone to decide the outcome of a data protection complaint. A named member of our team will handle the investigation and response personally.

Where your complaint relates to an automated or AI-assisted decision, you have additional rights under the Data (Use and Access) Act 2025, including the right to ask us to explain how the process worked in plain English, to request a human review, and to ask us to reconsider the outcome.

## 6. Third-Party Tools and Suppliers

Where our processes involve third-party tools or platforms, we remain your single point of contact for any data protection complaint. You do not need to contact our suppliers directly. We will liaise with them on your behalf and keep you informed of the outcome.

## 7. Our Data Protection Contacts

The following individuals are responsible for data protection at Art Behaviour and will handle any complaints received:

- Justine Van De Weg (Director) — [helpme@artbehaviour.com](mailto:helpme@artbehaviour.com)
- Sharon Elliott (Administrator, Technical and Course Advisor) — [helpme@artbehaviour.com](mailto:helpme@artbehaviour.com)

## 8. If You Are Not Satisfied

If you are not satisfied with how we have handled your complaint, or if you have not received a response within one month, you have the right to complain directly to the Information Commissioner's Office (ICO).

You do not have to wait for us to finish our process before contacting the ICO, though we would always appreciate the opportunity to put things right first.

You can contact the ICO in the following ways:

- Website: [www.ico.org.uk](http://www.ico.org.uk)

- Telephone: 0303 123 1113 (Monday to Friday, 9am to 4:30pm)
- Live chat: available at [ico.org.uk](https://ico.org.uk)
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

You also have the right to seek a judicial remedy if you believe your rights under UK data protection law have been infringed.

## 9. Record Keeping

We will keep a record of all data protection complaints received, the steps taken to investigate them and the outcomes. Complaint records are held securely and only accessed by those who need to handle the matter. The ICO may request access to our complaint records as part of its regulatory role and we are required to provide them.

## 10. Review of This Procedure

This procedure will be reviewed annually or whenever there are significant changes to data protection law. It was last updated in June 2026 and is effective from 19 June 2026.