

Cornerstone Barristers

Data Protection Complaints Policy

1. When personal data is processed by Chambers' staff in the manner set out in Chambers' privacy notice [HERE](#), Chambers (Cornerstone Chambers Ltd) is acting as a data controller. Individual barristers in Chambers are data controllers in relation to the personal data they process in the course of their own practices and in line with their own privacy notices.
2. Data protection complaints may therefore arise in relation to Cornerstone Chambers Ltd or in relation to a barrister member of Chambers. A "data protection complaint" means a complaint that Cornerstone Chambers Ltd or an individual barrister has infringed data protection legislation because of the way they have handled the personal data of the complainant, or of a person for whom the complainant is authorised to act. This may include complaints about:
 - The way in which a subject access request or other rights request has been handled.
 - The security measures used to store personal data;
 - How personal data has been collected or used.
3. The process for dealing with data protection complaints will differ, depending on whether the complaint relates to the processing of personal data by Cornerstone Chambers Ltd when acting as a data controller or where the processing is by an individual barrister acting as a data controller. For complaints relating to personal data processed by Cornerstone Chambers Ltd, complaints can be made to the CEO, Nadia Biles Davies at ndavies@cornerstonebarristers.com.
4. Such complaints will be dealt with by a suitable member of Chambers with relevant data protection expertise who has not previously been involved with the subject-matter of the complaint. If there is a difficulty in identifying a suitable individual to deal with the complaint, the CEO will consult with the Heads of Chambers to appoint a suitable individual.
5. Complaints relating to personal data processed by a barrister in the course of their practice can be directed to the barrister in question at their Cornerstone email address or via their practice management team's email address. Relevant addresses are available on Chambers' website. If a complainant has any difficulty in finding a relevant email address, they should contact the CEO and an address will be provided. The individual barrister may choose to deal with the complaint themselves (particularly if it involves confidential client data). Alternatively, they may ask the CEO to appoint a suitable individual to deal with the complaint.
6. Although complainants are encouraged to use the channels of communication set out above, they are not required to do so. Complaints that are raised via other routes, such as via Chambers' social media channels, will be dealt with in accordance with this policy. In order to complain, it is not necessary for individuals to use legal terminology or to quote sections of the data protection legislation. If it is not clear whether a complaint relates to a data protection issue or some other matter, we will seek clarification. We may ask an individual for proof of identity before considering their complaint.

7. In the case of each complaint we will:

- Acknowledge receipt of the complaint within 30 days of receiving it;
- Without undue delay, take appropriate steps to respond to the complaint, including by making appropriate enquiries, and keeping people informed; and
- Without undue delay, inform the complainant of the outcome of their complaint.

8. In dealing with data protection complaints, we will have regard to the ICO's guidance about complaint handling, available online at <https://ico.org.uk/for-organisations/how-to-deal-with-data-protection-complaints/>

9. In the event that a complainant is unhappy with the outcome of a data protection complaint, they are entitled to complain to the ICO at <https://ico.org.uk/make-a-complaint/>