



Data Protection Complaint Form.

The SCTS has an internal data protection review and complaint process to try and allow any data protection concerns to be resolved without the need to escalate complaints to the Information Commission (ICO). We would ask that you contact us directly before you contact the ICO.

This form should not be used for general service complaints where they do not relate to a Data Protection matter. These are dealt with under the SCTS [Complaints Procedure](#).

Collection of personal data

The form will collect personal data, such as your name and contact details. This will be used to process your request. It will not be shared with any third parties unless we have a legal or regulatory reason to do so. You can find out more about how we process your personal data and data rights on the data protection section of the SCTS website [Data protection | Scottish Courts and Tribunals Service](#)

Response time

We will do our best to respond promptly to a data protection complaint and will provide an acknowledgement to a request within one calendar month of receipt. Where we are able to resolve matters quickly the acknowledgement and complaint response may be provided together.

Identity

To ensure we are processing data of the correct person we require you to provide us with proof of your identity and of your address as part of a complaint request. Please supply us with a photocopy or scanned image (do not send the originals) of the following:

1) Proof of Identity

Example include: passport, photo driver's license, national identity card, birth certificate.

2) Proof of Address

Examples include: utility bill, bank statement, credit card statement (no more than 3 months old);

If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

SECTION 1: Details of the person making a complaint

Full name:	Click or tap here to enter text.
Address:	Click or tap here to enter text.
Contact phone number:	Click or tap here to enter text.
Email address:	Click or tap here to enter text.

SECTION 2: Are you the complainant?

Please tick the appropriate box and read the instructions which follow it.

☐ **Yes:** I am the complainant. I enclose proof of my identity. You are only required to provide proof of identify if previously provided as part of a Subject Access Request (SAR) or other Individual Rights Request. **(Please go to section 4).**

☐ **No:** I am acting on behalf of the complainant. I have enclosed the complainant's written authority and proof of the complainant's identity and my own identity (see below). **(Please go to section 3)**

SECTION 3: Details of the data subject (if different from section 1)

Full name:	Click or tap here to enter text.
Address:	Click or tap here to enter text.
Email address:	Click or tap here to enter text.

SECTION 4: Details of request

What does your complaint relate to:

- ☐ Subject Access Request
- ☐ Other Individual Rights Request
- ☐ Privacy Notice
- ☐ Sharing/disclosure of data
- ☐ Retention

- ☐ General personal data handling
- ☐ Personal data breach
- ☐ Not keeping information secure
- ☐ Inaccurate/Incomplete Information
- ☐ Something else

Please provide a summary of your concern(s) below, including dates and any information including any correspondence reference numbers and what action you wish SCTS to take.

Click or tap here to enter text.

Have you previously contacted us in relation to this matter

- ☐ Yes
- ☐ No

If yes, please provide details, including any dates and other information

Click or tap here to enter text.

Have you lodged a complaint with the Information Commission (ICO)?

- ☐ Yes
- ☐ No

If yes, please provide details, including any reference number of other information?

Click or tap here to enter text.

SECTION 5: Declaration

Please note that any attempt to mislead may result in prosecution.

I confirm that I have read and understood the terms of this request form and certify that the information given in this application to Click or tap here to enter text. is true. I understand that it is necessary for Click or tap here to enter text. to confirm my/the complainant's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

Signed: Date:

Documents which must accompany this application:

- Evidence of your identity (see section 2)
- Evidence of the complainant's identity (if different from above)
- Authorisation from the complainant to act on their behalf (if applicable)

Please return this form to DPO@scotcourts.gov.uk or Information Governance and Correspondence Team, Scottish Courts and Tribunals Service, Saughton House, Broomhouse Drive, Edinburgh, EH11 3DX.