

PDSA Retirement Benefits Plan (1978)

Data Protection Complaints Process

Raising a Complaint About Your Personal Data

Whitechapel Associates Limited, the Trustee of the PDSA Retirement Benefits Plan (1978) (the “Plan”) is responsible for ensuring that your personal data is processed in accordance with applicable data protection legislation.

If you are concerned about how your personal data has been collected, used, stored, shared or otherwise processed by the Trustee or the Plan’s service providers, you have the right to make a data protection complaint directly to the Trustee. This right is provided under data protection legislation, including the Data (Use and Access) Act 2025.

What Can You Complain About?

Examples of issues you may complain about include:

- How the Trustee has handled a Subject Access Request (SAR).
- The accuracy of personal data held about you.
- How your personal data has been used or disclosed.
- The security of your personal data.
- Delays in responding to data protection requests.
- Any other concern regarding compliance with UK data protection legislation.

How to Make a Complaint

You can submit a complaint by:

Email: waters-hewitt.karen@pdsa.org.uk

Post:

Karen Waters-Hewitt, Pensions Manager
The Trustee of the PDSA Retirement Benefits Plan
Whitechapel Associates Ltd
c/o PDSA
Whitechapel Way
Priorslee
Telford
Shropshire
TF2 9PQ

Please include:

- Your full name.
- National Insurance number or member reference number.

- Details of your complaint.
- Copies of any relevant correspondence or documents.

What Happens Next?

Once we receive your complaint:

- We will acknowledge receipt within 30 days.
- We will investigate the matter and make appropriate enquiries where necessary.
- We will keep you informed of progress where appropriate.
- We will provide you with the outcome of our investigation without undue delay.

Our response will explain:

- Our findings.
- Any action taken or proposed.
- Any further options available to you.

Other Pension Complaints

This process applies only to complaints relating to the handling of your personal data.

If your complaint concerns the administration of your pension benefits, a Trustee decision, or another pension scheme matter, it will normally be dealt with under the Plan's Internal Dispute Resolution Procedure (IDRP) and may ultimately be referred to the Pensions Ombudsman. Data protection complaints and pension disputes may be handled separately where appropriate because different legal requirements and escalation routes apply.

If You Remain Dissatisfied

If you are not satisfied with our response to your data protection complaint, you may raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection matters.

Information about the ICO and how to make a complaint can be found at:

www.ico.org.uk

If you have any questions about this process or how your personal data is handled, please contact Karen Waters-Hewitt on: telephone 01952 797 454, email: waters-hewitt.karen@pdsa.org.uk.

Yours sincerely

For and on behalf of Whitechapel Associates Limited
Trustee of the PDSA Retirement Benefits Plan (1978)