



XXIV Old Buildings

Data Protection Complaints Policy

1. Overview

XXIV Old Buildings (“Chambers”) and its members respect your information rights. We handle personal data in accordance with the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025.

This policy tells you how to raise concerns about our handling of your personal data and what you can expect us to do in response.

2. What this policy covers

You can use this policy if you believe that Chambers or a member has mishandled your personal data, failed to respect your data protection rights, or otherwise breached data protection law. This includes concerns about the collection, use, disclosure, security, retention or disposal of your information, and about our response to a request to exercise your rights.

Our [Privacy Notice](#) explains the respective responsibilities of Chambers and individual members as data controllers. You can raise your complaint through the contact below even if you are unsure who is responsible. We will identify the relevant controller or controllers and explain who will respond. Each controller remains responsible for its own processing and obligations.

For concerns about professional services, conduct or charges, please use our [general complaints procedure](#). If your complaint includes both kinds of issue, we will explain how each part will be handled.

3. How to contact us

Please address your complaint to Victoria Milligan, GDPR Manager:

- ☐ Email: privacy@xxiv.co.uk
- ☐ Post: GDPR Manager, XXIV Old Buildings, Lincoln’s Inn, London WC2A 3UP, United Kingdom.

You do not need to use a particular form or quote any legislation. If you raise a complaint verbally or through another Chambers contact, we will record it and arrange for it to reach the person responsible for dealing with it.

LONDON XXIV Old Buildings, Lincoln’s Inn, London WC2A 3UP **DX** LDE 307 **T** +44(0)20 7691 2424

GENEVA XXIV Old Buildings, Rue Saint-Léger 2, 1205 Geneva, Switzerland

clerks@xxiv.co.uk | www.xxiv.co.uk

XXIV Old Buildings is regulated by the BSB

To help us look into your concerns, please tell us:

- ☐ how we can contact you;
- ☐ what happened, including any relevant dates and the member or matter involved, if known;
- ☐ what information or documents support your concerns; and
- ☐ what you would like us to do to put things right.

If you complain on someone else's behalf, we may need evidence of your authority to represent them. We may also need to verify identity before disclosing personal information.

Please tell us if you need help making your complaint, an accessible format, language support or another adjustment. We will discuss how we can assist you.

4. Acknowledgement and investigation

We will acknowledge your complaint promptly and within 30 days, counted from the day after we receive it. If the last day falls on a weekend or public holiday, the deadline moves to the next working day. Our acknowledgement will confirm that we have received your complaint and will look into it.

The GDPR Manager will coordinate its handling with the relevant member or other appropriate person. Where the complaint concerns the person who would normally handle it, we will arrange for another appropriate person to review it.

We will begin investigating without undue delay. Depending on the issue, we may examine records, obtain explanations from those involved and ask you to clarify details. We will make enquiries appropriate to the circumstances and keep you informed of progress. If the investigation takes longer than expected, we will explain the delay and provide an updated indication of when you can expect a response.

Where possible, we will provide a substantive progress update or our final response within 30 days of receiving your complaint. An acknowledgement confirms receipt; a progress update explains the status of our investigation. We will continue to keep you informed without undue delay until we communicate the outcome.

The acknowledgement period is not a fixed investigation period. We will reach and communicate an outcome without undue delay, taking account of the complaint's complexity and any continuing harm.

If you also make a request to exercise your data protection rights, we will handle that request under its applicable requirements and timescales. Making a complaint does not suspend those obligations.

5. Our response

When our investigation is complete, we will send you a written outcome explaining what we considered, our findings and the reasons for our decision. Where action is needed, we will explain what we will do and the expected timescale. We will also explain how you can take your concerns to the Information Commissioner's Office (ICO).

This will conclude our internal consideration of the complaint. We will consider any material new information you subsequently provide.

6. Taking your concerns further

You retain the right to complain to the ICO about the processing of your personal data. The ICO generally expects you to give the relevant organisation an opportunity to address your concerns first. Information about making a complaint is available at ico.org.uk/make-a-complaint/.

This policy does not limit your statutory rights or prevent you from seeking a remedy through the courts.

7. Protecting complaint information

We will restrict access to complaint information to people who need it to investigate, respond or take corrective action, subject to any lawful disclosure obligations. We will protect the information against unauthorised access or disclosure and respect applicable duties of confidentiality and legal privilege.

Our records will document receipt, acknowledgement, relevant enquiries and correspondence, the outcome and any follow-up action. We will retain personal information only for as long as needed for these purposes and any applicable legal requirements, in accordance with our retention arrangements and Privacy Notice.

We will use the findings to identify improvements to our data protection practices and follow through on any corrective action.

This policy was last updated on 28th September 2026.