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1.0	Approved document	C Milne, Head of Information Assurance and Governance	03 January 2018
1.1	Minor updates: award ceremonies updated	C Milne, Head of Information Assurance and Governance	12-Feb-18

ACTIVITY	SCOPE	SCOPE INCLUDES	DEFINITIONS	NOTES	NOTES	LEGAL BASIS FOR PROCESING (ARTICLE 6 OR ARTICLE 9)
Complaint Handling	The activities involved in handling/managing complaints via model complaint handling procedures	Activities include: recording complaints (if required for statistical or compliance purposes); providing initial responses to complaints; investigating complaints; providing final responses to complaints.		Managing and responding to a complaint i.e. the use of a complainants personal data and/or special categories of personal data.		Article 6, Consent 1(a) and/or Article 9, Explicit consent 2(a) as appropriate.
Complaint Handling	The activities involved in handling/managing complaints via model complaint handling procedures	Activities include: recording complaints (if required for statistical or compliance purposes); providing initial responses to complaints; investigating complaints; providing final responses to complaints.		Use of third-party personal data to manage and/or investigate a complaint, other than that of the complainant e.g. staff.	The relevant (enacting) legislation for the performance of a task/exercise of official authority being the Scottish Public Services Ombudsman Act 2002 section 16C Model complaints. handling procedures: specification of listed authorities, i.e. "Where a model CHP is relevant to a listed authority by virtue of a specification under subsection (1), the authority must ensure there is a complaints handling procedure which complies with the model CHP for the purposes of the specification."	Article 6, Performance of a task carried out in the public interest, 1(e) and/or Article 6, Contract 1(b), as appropriate.
Complaint Handling	Ombudsman investigations	Responding to investigations by the Scottish Public Services Ombudsman ("the SPSO").			Scottish Public Services Ombudsman Act 2002.	Article 6, Legal obligation 1(c).