

General Data Protection Regulation (GDPR)

Complaints Policy

Purpose

Apex Insurance Brokers is committed to providing a quality service for its employees and clients alike, in an open and accountable way. We aim to respond to complaints in confidence and in a prompt, polite manner.

Scope

This procedure addresses complaints from data subject(s) relating to the processing of their personal data, Apex Insurance Brokers handling of requests from data subject(s) and appeals from data subject(s) on how complaints have been handled.

Policy Statement

- Apex Insurance Brokers has the contact details of its Data Protection Representative published on its website www.apexinsurance.ie, clearly under the Privacy Statement.
- Apex Insurance Brokers has clear guidelines on the Complaints Policy and relevant contact details. Any queries or complaints from the data subject(s) will be sent directly to the GDPR owner.

Apex Insurance Brokers clearly provides data subject(s) with its Privacy Notice by publishing it on its website (www.apexinsurance.ie), clearly under the 'additional links'.

- Data subject(s) may submit a claim regarding the following:
 - How their personal data has been processed
 - How their request for access to data has been handled
 - How their complaint has been handled
 - Appeal against any decision made following a complaint.
- Data subject(s) lodging a complaint with the Apex Insurance Brokers Data Protection representative may do so by means of a Contact Form and/or via email direct to the Data Protection Representative as published (info@apexinsurance.ie) on the company website.
- Data subject(s) may also lodge a complaint in writing. Note: All employees should be aware of the process relating to Subject Access Requests (SAR's). Complaints received by telephone will not be accepted and will need to be in writing.
- Complaints are to be resolved within 30 days of receiving the complaint, or on an alternative time frame discussed with the claimant should additional time be needed to resolve.

• APEX Insurance Brokers,
• 58 South Mall,
• Cork,
• Ireland

• T 021 239 8864
• F 021 239 9204
• W www.apexinsurance.ie
• E info@apexinsurance.ie

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- Appeals on the handling of complaints are to be resolved within 30 days.
- If Apex Insurance Brokers fails to act on a data subject(s) access request within 30 days or refuses the request, it must specify in clear and plain language the reasons it was unable to respond or indeed, why the request was refused.
- Apex Insurance Brokers will also inform the data subject(s) of their right to complain directly to the supervisory authority (Office of the Data Protection Commissioner). In doing so, Apex Insurance Brokers provides the data subject(s) with the contact details of the supervisory authority (Currently Office of the Data Protection Commissioner, Canal House, Station Road, Portarlington, Co. Laois, R32 AP23) and informs them of their right to seek judicial remedy.

Roles and Responsibilities

- All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Representative.
- Data Protection representative is responsible for dealing with all complaints in line with this procedure.

Contacts

Marie O’Keeffe – data Protection Representative

Policy Review

- Policy Prepared For: **Apex Insurance Brokers**
- Approved by Board/Management On: **21st May 2018**
- Policy Became Operational On: **25th May 2018**
- Next Review Date: **25th May 2019**

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