



CCTV Complaints Procedure

If individuals feel that the church CCTV system is not being operated as set out in our policy, or that their request for access to a CCTV image has not been dealt with in a satisfactory manner they can complain and a review will be carried out.

We aim to respond to any complaints made within 30 working days. Should you wish to make a complaint, please do this in writing to

Mrs Susan Pym
Data Protection Officer
c/o St Columba's Church of Scotland
Pont Street
London
SW1X 0BD

If you are unhappy with our response or you need advice you can contact the Information Commissioner's Office (ICO)

icocasework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Monday to Friday, 9am to 4:30pm

Information Commissioner's Office
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF

Pont Street, London SW1X 0BD

T: 020 7584 2321

E: office@stcolumbas.org.uk

W: www.stcolumbas.org.uk

Minister: Reverend C A MacLeod MA BD

Registered charity Number: 236173