

Retention of Complaints Data by IACP

The IACP Data Protection Policy and the IACP Complaints Procedure are available to Members, their clients and the general public on the IACP website www.iacp.ie/complaints

When a valid complaint* is made the IACP will maintain a record of the case noting

- a. that a complaint has been made
- b. that certain evidence was considered and that the Complaints Committee has taken account of that evidence in coming to its decision
- c. that this evidence is retained for the requisite time
- d. that a record of the determination is retained for the requisite time

The IACP Complaints Committee will inform each party to the complaint

- a. that a record of the complaint is retained for a period of seven years from the date of the final Determination
 - b. that these records will not be retained beyond this date
- Data must be clear and contain correct information
 - Data must be respectful of client confidentiality
 - Data must be held in a secure setting
 - Data held on computer systems must be password protected
 - Data/information pertaining to clients and passed through electronic sharing systems must be placed on a secure pathway

The IACP obtains, processes, stores, and destroys personal data in compliance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

*A complaint is deemed *valid for examination* by the Complaints Committee when

- The complaint is signed, digitally or in writing,
- The counsellor is (or was) an accredited or pre-accredited member at the time of the complaint,
- The event/s took place within the given timeframe for making a complaint,
- The matter of the complaint *appears* to contravene the IACP Code of Ethics and Practice.