

Data Protection Complaints – Procedure

v1.0 - June 2025

This Procedure is part of Privacy Protect Group (PPG) Ltd.'s policy suite, to which all personnel and the functions provided by the PPG are required to adhere.

Procedure Statement

This procedure outlines the process for handling complaints relating to the processing (including but not limited to, collection, access, use, sharing, or storage) of personal data, made to Privacy Protect Group Ltd, in their capacity as a Controller. The UK General Data Protection Regulation ("UK GDPR"), the Data Protection Act 2018 ("DPA 2018"), the Data (Use and Access) Act 2025 ("DUAA 2025"), and the Privacy and Electronic Communications Regulations ("PECR") (together, the "Data Protection legislation"), give data subjects and applicable third parties rights in relation to personal data. This procedure details how Privacy Protect Group Ltd will respond to complaints from data subjects and third parties relating to the use of personal data.

Policies and Procedures:

Data Protection Policy

Scope

In order for the handling of complaints to be compliant with Data Protection Legislation, the process must comply with Section 103 of DUAA 2025, which inserts Section 164A and Section 164B into the DPA 2018.

The law requires data protection complaints are facilitated by the Controller, by providing a complaint form which can be completed electronically and by other means. The law also allows additional regulations to be enacted which may require reporting on complaints received to the Information Commissioner. For this reason, management information around the complaints handling process must be captured and retained in a proportionate way.

This procedure will explain:

- What is a complaint;
- How complaints can be made, by whom, and regarding to which matters;
- How the complaints process works and how long it takes.

Process

1. What is a complaint

1.1 A complaint is an expression of dissatisfaction about Privacy Protect Group Ltd's handling of a data subject's personal data or the data of the individual they represent.

This can also include dissatisfaction with how the company has responded to a previous information rights request.

- 1.2 For clarity, under Data Protection legislation, data subjects have the right to the following and these rights can be exercised at any time:
- a. information about the processing of their data
 - b. access their own personal data
 - c. correct personal data
 - d. erase personal data, also known as the right to be forgotten
 - e. restrict data processing
 - f. object to data processing, including direct marketing
 - g. receive a copy of their personal data or transfer their personal data to another data controller
 - h. not be subject to automated decision-making and rights in relation to profiling
 - i. be notified of a data security breach.

These are covered by separate procedures.

2. Who can make a complaint

- 2.1 Data protection complaints can be made in relation to the Privacy Protect Group Ltd's handling of personal data in their capacity as a Controller. For this reason, data protection complaints can be made by any third party which processes personal data on the instruction of the Privacy Protect Group Ltd, and data subjects.
- 2.2 Data subjects are any natural living individuals whose personal data Privacy Protect Group Ltd processes (collects, obtains, stores, retains, disposes of etc.). Data subjects can include staff members, clients, visitors, individuals captured by the company's CCTV cameras, etc.

3. Grounds for complaint

- 3.1 Data protection complaints may be submitted if an individual believes that Privacy Protect Group Ltd has mishandled their personal data. This includes concern that:
- 3.1.1 Their personal data has been processed unlawfully or unfairly;
 - 3.1.2 Their data protection rights have not been respected;
 - 3.1.3 There has been unauthorised access, use or disclosure of their personal data;
 - 3.1.4 We have failed to comply with applicable data protection laws.

4. Submitting a complaint

- 4.1 Data subjects and third parties making a complaint relating to the Privacy Protect Group Ltd's use of personal data can be:
- 4.1.1 sent directly to the Data Protection Officer at dpo@privacyprotectgroup.com;
 - 4.1.2 submitted via the dedicated online complaints form;

- 4.1.3 sent via post to the Data Protection Officer, Privacy Protect Group Ltd, 4 Lidgett Lane, Garforth, Leeds, LS25 1EQ, UNITED KINGDOM
- 4.1.4 submitted verbally via telephone by calling 07775 738 720.
- 4.2 Complaints submitted via means other than the online form must include your full name, contact details, details of the complaint, and any supporting evidence.
- 4.3 Although a complaint may be brought at any time, there may be limits as to what the company can do in historic cases.
- 4.4 The Company will only accept a complaint from a data subject's representative, if the representative provides the data subject's written consent authorising the representative to act on the data subject's behalf in relation to the complaint.
- 4.5 If there is any doubt about the identity of the complainant the Team will first seek to verify the data subject's identity or third party's entitlement to act on behalf of the individual. The forms of identification that are acceptable from a data subject are as follows;
 - 4.5.1 Passport;
 - 4.5.2 Driving Licence
- 4.6 For third parties the identification requirements will vary dependent on their relationship to the data subject. Therefore these will be assessed on a case by case basis

5. Response process

- 5.1 We are committed to handling all complaints fairly, transparently, and without bias.
- 5.2 A member of the Team will acknowledge the complaint within 30 working days as required by S164A(3) of the DPA2018.
- 5.3 Once all identification requirements have been met, the investigation will be carried out, normally within 20 working days (or 1 calendar month). If further clarification is required from the complainant or more time is required for the response to be completed Privacy Protect Group Ltd will inform the complainant prior to the original deadline.
- 5.4 The complaint outcome will be communicated to the complainant in writing, normally by email unless otherwise requested by the complainant.

6. Review

- 6.1 If the complainant does not agree with the outcome, they can request a review of the decision.

- 6.2 This request must be made within 1 month of the original decision being communicated and should be sent to the Data Protection Officer (dpo@privacyprotectgroup.com).
- 6.3 The decision will be internally reviewed by another member of the team, normally within 20 working days (or 1 calendar month) from the receipt of the request for Review.
- 6.4 Once the internal review has been completed, the company will communicate the outcome in writing, normally by email unless otherwise requested by the complainant.

7. Escalation

- 7.1 If you remain dissatisfied with our response, you can escalate your complaint to the Information Commissioner's Office (ICO):
- 7.1.1 Website: <https://ico.org.uk>
 - 7.1.2 Helpline: 0303 123 1113
 - 7.1.3 Address: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- 7.2 In order to respond to the complaint, the Data Protection Officer will investigate the complaint based on the information provided by the ICO. This may necessitate access to personal data and other information held across the company. The cooperation of any staff members able to assist with the investigation will be required. The reason for the investigation may need to be disclosed to the relevant staff members.
- 7.3 The Data Protection Officer will draft and submit a response to the ICO in consultation with Legal and the Managing Director, as required.
- 7.4 In the absence of the Data Protection Officer, the Managing Director will appoint another member of the Data Protection and Information Compliance or Legal teams to carry out the investigation and respond to the ICO.

8. Manifestly unfounded, abusive, vexatious or excessive correspondence and complaints

- 8.1 In some scenarios we can refuse to handle the complaint. This will be when a complaint is deemed to be manifestly unfounded, abusive, vexatious or excessive. Each complaint will be considered on a case by case basis. The following factors will be taken into consideration:
- 8.1.1 the data subject has explicitly stated that they intend to cause disruption (whether in the complaint, or in other correspondence), and has threatened individuals;
 - 8.1.2 the data subject has made unsubstantiated accusations against individuals, and is persisting in those accusations;
 - 8.1.3 the data subject is targeting particular individuals, against whom they have a personal grudge;
 - 8.1.4 the data subject makes frequent complaints intended to cause disruption; and
 - 8.1.5 the data subject continues to repeat the substance of previous complaints which have already been investigated.
- 8.2 Where a complaint is deemed to be manifestly unfounded, excessive, abusive or vexatious the company will contact the individual and in a reasonable timeframe explain to them:

- 8.2.1 the reasons for refusing to consider the complaint;
- 8.2.2 their right to make a complaint to the ICO; and
- 8.2.3 their right to pursue their data subject rights through a judicial remedy.

9. Use of data from complaints

- 9.1 . The Company will collect data on complaint outcomes at each stage of this procedure and any complaints submitted by complainants to any regulators (including the ICO), and use the data:
 - 9.1.1 internally for reporting, evaluation, learning and training; and
 - 9.1.2 externally for discussion with, or reporting to, regulators.
- 9.2 The data used by the company for the purposes set out in paragraphs 9.1.1 and 9.1.2 will be anonymised.
- 9.3 Your personal data and sensitive personal data ('Personal Data') as defined by the Data Protection Act 2018 (the "DPA") may be disclosed to the company's members of staff and regulators only for the purpose of:
 - 9.3.1 dealing with your complaint, or a complaint arising out of it;
 - 9.3.2 implementing any recommendations;
 - 9.3.3 reporting to the regulator;
 - 9.3.4 meeting any other statutory obligation or the disclosure is otherwise permitted under Data Protection Laws.

10. Responsibilities

- 10.1 The Privacy Protect Group Ltd's Managing Director has overall responsibility for this procedure but has delegated day-to-day responsibility for overseeing its implementation to the Data Protection Officer.
- 10.2 All relevant members of staff have been made aware of the procedure and have received appropriate training.
- 10.3 All Staff are responsible for ensuring that any complaints that are made in relation to this procedure are reported to the Data Protection Officer (dpo@privacyprotectgroup.com), and for cooperating with the Data Protection Officer in reviewing these complaints.
- 10.4 The Data Protection Officer, with input from Legal, as needed, will review this procedure at least every two years to ensure that its provisions continue to meet our legal obligations and reflect best practice.
- 10.5 Complaint records will be retained for a period of 6 years from the last action, in line with the retention schedule. This aligns with the Data and Communications Pre-Action protocols timings and will allow Privacy Protect Group Ltd to defend any legal claims should they arise.