



DATA PROTECTION COMPLAINTS HANDLING PROCEDURE

We are committed to protecting personal data and complying with data protection legislation. When something goes wrong in how we handle personal information, we want to hear about it so we can address the issue promptly and improve our standards.

This procedure explains how Wollens handles complaints relating specifically to data protection matters and reflects statutory requirements introduced by the Data (Use and Access) Act 2025 and reforms to the UK GDPR effective from 19 June 2026.

This procedure applies to complaints concerning the collection, use, storage, security, disclosure or other processing of personal data.

What is a Data Protection Complaint?

A data protection complaint is any expression of dissatisfaction about how we have handled personal data. This may include complaints about:

- a personal data breach which has affected you;
- how we have handled a Data Subject Access Request or other data protection rights request;
- the accuracy of personal data we hold about you;
- how long we retain your personal data;
- how your personal data is used, shared or disclosed;
- the security measures in place to protect your information;
- profiling or automated decision-making; or
- any other matter relating to data protection.

How to Make a Data Protection Complaint

You may raise a data protection complaint in writing, by email, by telephone or in person. You do not need to use a specific form.

A complaint may be raised with any member of staff. All staff are trained to recognise data protection complaints and to escalate them appropriately.

Once identified as a data protection complaint, the matter will be referred to our Compliance Director and Data Protection Officer (DPO), Lauren Burgess.

Acknowledgement of Your Complaint

Our Data Protection Officer (DPO), Lauren Burgess, will acknowledge receipt of your data protection complaint within 30 calendar days of receiving it.

At this stage, you will also be provided with a copy of this procedure if you have not already received one.

Investigation of Your Complaint

We will investigate your complaint thoroughly and without undue delay. This will normally involve:

- reviewing relevant records and personal data;
- making appropriate internal enquiries; and
- where necessary, speaking with relevant members of staff.

Where appropriate, we will keep you informed of the progress of our investigation.

Our Response

The Data Protection Officer (DPO) will provide you with a written response to your complaint setting out:

- our findings;
- our position in relation to the issues raised; and
- any remedial steps we propose to take.

We aim to provide our response without undue delay. In accordance with guidance from the Information Commissioner's Office, this will normally be within three months of receiving your complaint, although we will endeavour to respond sooner where possible.

If additional time is required due to the complexity of the complaint, we will explain this to you and keep you informed.

If You Remain Dissatisfied

If you remain dissatisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.org.uk

You are encouraged to raise your complaint with us first so that we have the opportunity to resolve the matter directly.

Changes to Timescales

If for any reason we need to change any of the timescales set out in this procedure, we will notify you and explain the reasons for the delay.