This form is intended to help you to submit a data protection complaint in a way that will enable us to investigate and deal with it as quickly as possible. The form is entirely optional and, if you prefer, you can simply write to us or email us with your complaint using the contact details in section 5.

1 About you

*This section should be completed in relation to **the person who is making the complaint**, even if the complaint relates to someone else.*

Your name

Your contact details

Your identity information

For security reasons, we cannot respond to a complaint unless we have confirmed your identity. Please provide a copy of your driving licence or passport. We may contact you to verify this.

I have enclosed one of the following:

Passport ☐

Driving Licence ☐

Other

2 Whose personal data does the complaint relate to?

Please provide the following information.

Who are you complaining on behalf of?

☐ I am complaining on my own behalf (you can skip the rest of this section and move to section 3)

☐ I am complaining on behalf of someone else (please complete the rest of this section and then move to section 3)

2.1 If you are complaining on behalf of someone else, please provide the following information about the person on whose behalf you are making this complaint. We will need this information before we can deal with the complaint.

Full name

Address

Contact details (email & telephone)

Date of birth (if under 16)

Identity information

For security reasons, we cannot respond to your request until we also receive satisfactory confirmation of the identity of the person on whose behalf you are making this complaint. Please provide a copy of their driving licence or passport. We may *contact you to verify this.*

I have enclosed one of the following:

Passport ☐

Driving Licence ☐

Other

2.2 Please also provide a copy of your legal authority to make this complaint. This might be a signed letter of authority from the person on whose behalf you are making this complaint, a power of attorney, or confirmation that you are their legal representative.

Confirm what legal authority you have enclosed

3 Details of complaint

Please complete this section with details of the complaint. You may wish to attach additional information or documentation.

What is your complaint about?

Please tick all that apply:

☐ No response to a data subject request

☐ Incomplete response to a data subject access request

☐ Personal data security breach

☐ Inaccurate personal data

☐ Inappropriate sharing of personal data with a third party

☐ Direct marketing activities

☐ Keeping personal data for longer than necessary

☐ Using personal data for a different reason than we originally told you

☐ Exceeding the scope of your consent

☐ Other

Please provide more details of your complaint

Please provide more details here, including any relevant dates.

Proposed remedy (optional)

This section is optional, but if you know what you would like us to do in response to your complaint, please tell us here.

4 Any other information

This section is optional.

Other information (optional)

Please use this section to provide any other information you think is relevant but is not covered elsewhere on this complaints form.

5 Returning this form

You can send this form to us by email or post:

Our email address [*insert email address*]

Our postal address [*insert postal address*]

You can also use these contact details if you have any queries about this form or you wish to submit a complaint without using this form.