

Fretzens LLP Data Protection Complaints Procedure

We take our data protection obligations seriously and take steps to ensure that where personal data is held about individuals, this is stored securely and only accessible by those who require access. However, if you have concerns about the way the firm handles your personal data, this procedure outlines how you can raise those concerns and what we will do once you have contacted us.

If you do contact us with a data protection complaint, we will investigate your concerns quickly so that we can offer an early resolution. You will not be charged for any work involved in investigating a complaint nor will your complaint prejudice the work we are doing for you in any way.

Please contact Victoria Bailey, our Compliance and Risk Manager, in the first instance. You can write to her at the address below, email her on vbailey@fretzens.co.uk or call her on 01202 499255. If Victoria Bailey is not available please contact Catherine Snow on 01202 499255 for assistance.

What will happen next?

On receiving your complaint, we will record it in a central register and open a separate file for you.

Victoria Bailey is responsible for investigating and responding to complaints relating to data protection. You can expect an acknowledgement within 30 days of receipt of your complaint. A full response to your complaint will be issued without undue delay, usually no later than 6 weeks. If your complaint is unusually complex, we may require more time to investigate. We will provide you with a date by which you can expect a response at the time we acknowledge your complaint.

If after receiving our final response the complaint has not been resolved to your satisfaction, you can refer your complaint to the Information Commissioner's Office ("ICO") at the address below. The ICO is the regulatory body responsible for overseeing organisations falling within the scope of the UK General Data Protection Regulations and the Data Protection Act 2018. Before referring your complaint to the ICO, you must have attempted to resolve your complaint with us first.

The contact details for the ICO are:

Tel: 0303 1231113

Email: icocasework@ico.org.uk

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

Alternatively, you can use the live chat function on the ICO's website <https://ico.org.uk/make-a-complaint/data-protection-complaints/>