



Data Protection Complaints Procedure.

We are committed to protecting your personal data and handling it lawfully, fairly and securely. If you have a concern about how we have used your personal information, this procedure explains how you can raise a Data Protection complaint and what you can expect from us.

What is a Data Protection Complaint?

A data protection complaint is concern relating to how we have collected, used, stored, shared or otherwise processed your personal data. This may include concerns about:

- Confidentiality or security of your information
- Use or disclosure of your personal data
- Retention of personal data
- Handling of request to access or correct your data
- Compliance with data protection legislation

How to Raise a Data Protection Complaint

If you are unhappy with how we have handled your personal data, please contact us in writing with details of your concern. This should include:

- Your name and contact details
- A description of your concern
- Any relevant dates or correspondence (if available)

Data protection complaints are handled by our Data Protection Officer, to ensure independence and appropriate oversight. All complaints should be sent to our DPO, Alicia Thompson, whose contact details are: alicia.thompson@blasermills.co.uk

What happens next?

We will acknowledge your complaint promptly. An investigation will take place reviewing the points you have raised, reviewing any and all correspondence available. We may contact you if we need further information to help us understand your complaint, and we will keep you informed throughout the process whilst your complaint is being considered.

Response

We will respond to your complaint without undue delay, explaining what we have found, whether your complaint is upheld, partially upheld or not upheld as well as any action we have taken or will take as a result of our investigation and any findings.

Where possible we will aim to provide you with our final response within one month, although some matters may take longer if they are complex.

If you remain dissatisfied after receiving our response, you have the right to raise your concern with the Information Commissioner (ICO), the UK independent authority responsible for data protection.

The ICO normally expects individuals to raise concerns with the organisation first before contacting them.

Information on how to contact the ICO is available at: www.ico.org.uk

Raising a data complaint will not affect how we act for you or how your matter is handled.

Review of this procedure

This procedure is reviewed regularly to ensure it remains accurate and compliant with data protection law.