



Data Protection Complaints Procedure: Information for Clients

August 2026 1.1

1. Background

Under the provisions of the Data (Use and Access) Act 2025 ("DUAA 2025") you have the right to make a data protection complaint to us. If you believe the way in which we have handled your data has infringed data protection law this is the procedure we will use to consider and respond to your complaint.

You will not be charged for any time spent handling your complaint. We issue all clients with a copy of this Data Protection Complaints Procedure if they raise a complaint. We shall aim to deal with any complaint that we receive promptly, fairly, openly, and effectively.

2. Making A Complaint

A data protection complaint can be made if you have concerns about any of the following:

- There has been a data breach or loss which has impacted you;
- Our response to your Data Subject Access Request or other privacy rights requests;
- How long we are keeping your personal information;
- About the accuracy of information we hold on you;
- About the security measures we have in place to protect your personal data;
- About if or how we have profiled you;
- About any other data protection relation matter.

If you are unhappy with how we have processed or retained your data in any of the above examples then you should inform us immediately so that we can do our best to resolve the problem. If you wish to make a data protection complaint you can write by email to any of the firm's Data Protection team whose details are:

Richard Carter
Paul Rothwell
John McIntyre

rcarter@martintolhurst.co.uk
plrothwell@martintolhurst.co.uk
jmcintyre@martintolhurst.co.uk

01233 505578
01474 546001
01474 546015

Making a data protection complaint will not affect how we handle your case. It will be dealt with separately by the Data Protection team. If you need to make a data protection complaint, you should:

- Complain as soon as possible;
- Provide your full name and contact details;
- Provide us with your file reference number, if you have it;
- Be clear on what the issue is and how you would like it to be resolved.

Please note that we may have to complete identification, security and verification checks to ensure that we are dealing with the correct person. If you require any help in making your complaint, we will try to help you.

3. Timescales

The current legislation (DUAA 2025) states that we must acknowledge each complaint of this type within 30 days of receipt, then take appropriate steps to respond without undue delay, including making any relevant enquiries and keeping complainants up to date on progress and provide an outcome to complainants without undue delay. We will comply with all of these requirements, but we aim to improve upon these timescales and progress things more quickly for you. We will therefore try to mirror our usual complaints process, that is to acknowledge your data protection complaint within 3 working days and provide you with a full response as quickly as we are able (usually within 3 weeks) but within 8 weeks at the latest.

4. How we will respond to you

We will aim to deal with your complaint efficiently and effectively. We will do so thoroughly and promptly in the hope that we can seek to resolve any issues that you might have. We aim to provide you with a response that will include the following:

- Explain what our investigation has found in respect of the points you have raised
- Explain in detail if/how we have complied with data protection law
- Where appropriate, any actions we have taken as a result
- An explanation of any proposals to resolve the complaint
- Provide you with enough information to help you understand our decision.

5. Next Steps

If you are not happy with our outcome or in the event we have not provided you with an outcome within 8 weeks, you can make a complaint to the Information Commissioners Office. They will not deal with any complaints that have not been investigated by us or within 8 weeks whichever is the sooner. They can be contacted on:

Web link: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>

T: 0303 123 1113