

## Data Protection Complaints Policy

### 1. Our commitment to data protection

JCP Solicitors Limited is committed to protecting your personal data and handling it in a transparent, lawful, and fair manner in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We take any concerns or complaints about how your personal data has been handled seriously and aim to resolve these promptly and fairly.

### 2. Data Protection Complaints

We take your privacy seriously and aim to resolve any concerns about how we handle your personal data promptly and fairly.

### 3. How to make a complaint

If you have a concern or complaint about how your personal data has been processed, you should contact us in the first instance.

You can do this by contacting our Data Protection Officer:

- **Data Protection Officer:** Betsan Powell
- **Organisation:** JCP Solicitors Limited
- **Email:** [dataprotection@jcpsolicitors.co.uk](mailto:dataprotection@jcpsolicitors.co.uk)
- **Telephone:** 01792 529621
- **Address:** JCP Solicitors Limited, [insert main office address]

Please provide as much detail as possible about your concern so that we can investigate and respond appropriately.

### 4. What happens next

- We will acknowledge your complaint promptly.
- We aim to provide a full response within one month of receipt of your complaint.
- We will investigate your complaint fairly and provide you with a clear outcome.

### 5. Escalation to the Information Commissioner's Office (ICO)

If you are not satisfied with our response, or you believe we have not handled your personal data appropriately, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

The ICO is the UK's independent authority for data protection and privacy matters. You can contact the ICO using the details below:

- **Website:** <https://ico.org.uk/concerns/>
- **Telephone:** 0303 123 1113
- **Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

We would, however, appreciate the opportunity to resolve your concerns before you contact the ICO.

## **6. Related rights**

Raising a complaint does not affect your rights under data protection law. You may also have the right to:

- request access to your personal data
- request correction of inaccurate data
- request erasure of your data in certain circumstances
- restrict or object to processing
- request transfer of your data

Further information on these rights can be found in our Privacy Notice.

## **7. Review of this policy**

This policy is reviewed regularly to ensure it remains accurate and reflects current legal and regulatory requirements.

End of document.