

## Data Protection Complaints Policy

Croudace is committed to handling your personal data in a way that is fair, transparent, and in accordance with the law. If you are not happy with how we have handled your data, this process outlines how you can make a complaint. This will be dealt with as a separate process to any service or other complaint.

### How to make a complaint

If you have a complaint about how your data has been handled, please contact us via our Data Compliance Officer, using the contact details below..

- Email: [gdpr@croudace.co.uk](mailto:gdpr@croudace.co.uk)
- Email: [caroline.bailey@croudace.co.uk](mailto:caroline.bailey@croudace.co.uk)
- Telephone: 01883 335335
- Telephone: 01883 346 464 (main switchboard)
- Post: Croudace House, Tupwood Lane, Caterham CR3 6XQ

This allows us to investigate and resolve the issue as quickly as possible.

Please provide as much detail as possible about your complaint. This will help us to understand the issue and investigate it thoroughly.

### What to expect from us

We will acknowledge receipt of your complaint within five working days. We will then investigate your complaint and provide you with a full response without undue delay and (subject to the comment below) within 30 days. If a matter is complex and/or requires detailed or historic investigation so that we will need a longer time period within which to reply, we will let you know before the 30 day time limit and will keep you advised of progress and timescales.

Throughout the process, we will:

- Keep you informed of our progress
- Request any additional information we may need from you in a timely and proportionate manner
- Provide you with a clear and comprehensive outcome of our investigation

### If you remain unhappy

If you are not satisfied with the outcome of your complaint, or if you feel we have not handled it appropriately, you have the right to complain to the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection and information rights.

You can contact the ICO in the following ways:

- Email: [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk)
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Phone: 0303 123 1113

For more information about the ICO and their complaints process, you can visit their website at [ico.org.uk](https://ico.org.uk) (<https://ico.org.uk>).