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Data Protection Complaint Form

This form can be used to submit a complaint to me about how I have handled your personal data or your data rights. I take my obligations under Data Protection legislation very seriously and welcome the opportunity to make things right. When I refer to 'personal data' I mean information that contains your name or anything that can identify you or another living individual.

Before you lodge a complaint, please take a moment to read my Privacy Notice and the Data Protection Complaints Procedure.

This form should not be used for general complaints where they are not related directly to Data Protection matters or to make subject access requests.

Collection of personal data

This form will collect your personal data, such as your name and contact details. This will be used to process your request. It will not be shared with any third parties, unless I have a legal or regulatory reason to do so. However, the investigation of your complaint may require disclosing your identity and the allegations you made to the person(s) concerned and against which you complained. You can find out more about how I process personal data and your data rights in my Privacy Notice.

What is your complaint about?

1. Are you:	
	Please tick one
(a) personally affected by the issue(s) at stake in your complaint	
(b) representing someone personally affected by the issue(s) at stake in your complaint	
(c) not personally concerned, but would like to draw our attention to an alleged violation of data protection rules acting as an informant or whistle-blower?	
2. Please describe your complaint and specify which personal data protection rule(s) you believe hinfringed.	lave been
Please keep your complaint concise. In exceptional cases, where a complaint needs to be longer than the space allocated state that you are attaching a separate written summary above and submit the summary with this form.	d in the form,



3. Please explain what you would like us to do in order to remedy the alleged violation.		
4. When did you become aware of the alleged violation?		
Please note that we will not investiga	te complaints relating to facts that you learned about more than two years ago	
	ments to substantiate your claim, please state what they are below and how nt. You should then attach copies of those documents with the form.	
Contact information		
Name		
Address		
Address		
Postcode		
Email Address		
Please save the completed form before printing & posting or emailing it to us together with any attachments.		
To send by post to:		
John Piper, 3 Mead Close, Stoke	e-St-Michael, Radstock, Somerset,BA3 5JB	
To send by email to: office@johnpiperifa.co.uk		
Once I have made and warm and	plaint the investigation will be assuited out a seculity within 20 wealth at	
Once I have received your complaint the investigation will be carried out normally within 20 working days. The outcome will be communicated to the complainant in writing, normally by email. Please see the Data		

Protection Complaints Procedure for further information.

Data Protection Complaints Procedure

1. Introduction

1.1. The UK General Data Protection Regulation ("UK GDPR"), the Data Protection Act 2018 ("DPA 2018"), the Privacy and Electronic Communications Regulations ("PECR"), and the Data (Use and Access) Act (DUAA) 2025 (together, the "Data Protection legislation"), give data subjects and applicable third parties rights in relation to personal data. This procedure details how I will respond to complaints from data subjects and third parties relating to the use of personal data.

Who are Data Subjects?

1.2. Data subjects are any natural living individuals whose personal data I process (collect, obtain, store, record, retain, dispose of etc.). Data subjects can include colleagues, clients, prospective clients, visitors captured by CCTV cameras, etc.

Data subjects' rights

- 1.3. Under Data Protection legislation, data subjects have the right to the following and these rights can be exercised at any time:
 - a. information about the processing of their data;
 - b. access their own personal data;
 - c. correct personal data;
 - d. erase personal data, also known as the right to be forgotten;
 - e. restrict data processing;
 - f. object to data processing, including direct marketing;
 - g. receive a copy of their personal data or transfer their personal data to another data controller (data portability);
 - h. not be subject to automated decision-making and rights in relation to profiling;
 - i. be notified of a data security breach.

What is a complaint?

1.4. A complaint is an expression of dissatisfaction about the handling of a data subject's personal data or the data of the individual they represent. This can also include dissatisfaction with how I responded to a previous data request, such as those detailed under 1.3

2. Making a Complaint

- 2.1. Data subjects and third parties may make a complaint relating to any aspect of the processing of personal data including individual rights requests and in relation to use of personal data for direct marketing.
- 2.2. I will only accept a complaint from a data subject's representative, if the representative provides the data subject's written consent authorising the representative to act on the data subject's behalf in relation to the complaint.
- 2.3. If there is any doubt about the identity of a complainant I will first seek to verify the data subject's identity or third party's entitlement to act on behalf of the individual. The forms of identification that are acceptable from a data subject are as follows:

- a. Passport
- b. Driving Licence
- c. For third parties the identification requirements will vary dependent on their relationship to the data subject. Therefore these will be assessed on a case by case basis.

3. Investigation and Complaint Outcome

- 3.1. Once all identification requirements have been met, the investigation will be carried out normally within 20 working days. If further clarification is required from the complainant or more time is required for the response to be completed I will inform the complainant prior to the original deadline.
- 3.2. The complaint outcome will be communicated to the complainant in writing, normally by email.
- 3.3. If the complainant does not agree with the outcome, they can escalate their complaint to the Information Commissioner's Office (the "ICO"). Information about how to make a complaint to the ICO can be found here: https://ico.org.uk/make-a-complaint/data-protection-complaints

4. Manifestly unfounded, abusive, vexatious or excessive correspondence and complaints

- 4.1. In some scenarios I can refuse to handle the complaint. This will be when a complaint is deemed to be manifestly unfounded, abusive, vexatious or excessive. Each complaint will be considered on a case by case basis. The following factors will be taken into consideration:
 - a. the data subject has explicitly stated that they intend to cause disruption (whether in the complaint, or in other correspondence), and has threatened individuals;
 - b. the data subject has made unsubstantiated accusations against individuals, and is persisting in those accusations;
 - c. the data subject is targeting particular individuals, against whom they have a personal grudge;
 - d. the data subject makes frequent complaints intended to cause disruption;
 - e. the data subject continues to repeat the substance of previous complaints which have already been investigated.
- 4.2. Where a complaint is deemed to be manifestly unfounded, excessive, abusive or vexatious I will contact the individual and in a reasonable time frame explain to them:
 - a. the reasons for refusing to consider the complaint;
 - b. their right to make a complaint to the ICO.