

## DATA PROTECTION COMPLAINTS PROCEDURE

1. This Procedure has been introduced as a result of the Data (Use and Access) Act which will be law on 19<sup>th</sup> June 2025.
2. This gives individuals the opportunity to raise data protection complaints relating to data breaches which may affect them, the duration of retention of personal data and the accuracy of information we hold.
3. This procedure applies to all individuals whose personal data we process, (collectively known as Data Subjects) and applies to all processing activities involving your personal data.
4. If you believe we have mishandled your personal data, failed to uphold your data protection rights, or did not respond appropriately to a data protection request, you may submit a complaint using one of the following methods:
  - 4.1. In writing to:

Moorcrofts LLP  
Thames House  
Mere Park  
Dedmere Road  
Marlow  
SL7 1PB
  - 4.2. By telephone: 01628 470000
  - 4.3. By email: [team@moorcrofts.com](mailto:team@moorcrofts.com)
  - 4.4. All correspondence should be labelled: "Data Protection Complaint."
5. To help us investigate your complaint quickly and thoroughly, please include your full name, contact information, case or file reference number (if applicable) and a description of the complaint.
6. Once we have received your complaint, we will write to you with an acknowledgment within 30 days and respond to the complaint without undue delay.
7. This will enable us to carry out a thorough review of your complaint, undertake a full investigation and provide you with a detailed response.
8. We will keep you updated about the progress of our investigation and we will issue you with a final outcome promptly.

9. If you remain dissatisfied with our handling of your complaint, you may contact directly the Information Commissioner's Officer (ICO) to ask them to consider the complaint further.

10. Please see the contact details:

10.1. The Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire.  
SK9 5AF  
Tel: 0303 123 1113

Website: <https://ico.org.uk>

You can make a complaint through their website. Website: <https://ico.org.uk>

10.2. The ICO will expect that you have allowed us to consider and respond to your complaint in the first instance.

11. This procedure will be reviewed on an annual basis.