

## Data Protection Complaints Policy

### Overview

You have the right to make a data protection complaint to us, if you consider we have infringed data protection legislation because of the way we have handled your information or the information of someone you are acting on behalf of.

You will not be charged for any time spent handling your complaint, which we shall aim to deal with fairly, promptly, openly and effectively.

All clients will receive a copy of this Data Protection Complaints Procedure when a complaint is raised and a hard copy can be requested at any time.

### Making a Complaint

A data protection complaint can be made in the following scenarios:-

- a data breach, which has impacted you;
- our response to your Data Subject Access Request or other privacy rights request;
- how long we are keeping your personal information;
- the accuracy of information we hold about you;
- the security measures we have in place to protect your personal details;
- how we have profiled you;
- how we have collated or used your personal information;
- any other data protection related matter.

If you are unhappy with how we have processed your data in any of the above examples, then you should inform us, as soon as possible, so that we can investigate and use our best endeavours to resolve the problem.

If you wish to make a data protection complaint, please contact the firm's Data Protection Complaints Manager, Elaine Guy. Her email address is [elaine.guy@carterbells.co.uk](mailto:elaine.guy@carterbells.co.uk) and direct line telephone number is 020 8939 4009. Making a data protection complaint will not affect how we handle your case. 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, where applicable;
- provide full particulars of your complaint and how you would like it to be resolved.

Please note, that we may have to complete identification and verification checks to ensure that we are dealing with the correct person, particularly in cases where you are acting on behalf of someone else, for example, as an Executor or Trustee, or under a Lasting Power of Attorney. If you require any help in making your complaint, we will do our best to help you.

### **Timescales**

The Data (Use and Access) Act 2025 stipulates we must acknowledge receipt of all data protection complaints within 30 days of receipt. The legislation further states we must take appropriate steps to respond without undue delay, including making any relevant enquiries and keeping complainants informed and up-to-date on progress. We are also obligated to provide a substantive response to complainants without undue delay.

It is our aim, where possible, to improve upon this and to acknowledge receipt of your complaint within 7 working days. We will also use our best endeavours to provide you with a full response within 30 days. This response will include:-

- an explanation of what has been done to resolve the complaint;
- where appropriate, any action taking as a result;
- a detailed explanation of how we have complied with data protection law in relation to the issue;
- sufficient information to help you understand our decision.

### **Making a Complaint to the Information Commissioners Office**

If you are unhappy with our findings, or we have not provided you with an adequate response, within a reasonable time, you can make a complaint to the Information Commissioners Office (ICO). You have the right to make a complaint to the ICO at any time and do not have to wait until we have completed our review. However, in the majority of cases, we hope this will be unnecessary and that it will be possible to resolve the matter amicably between ourselves. Where this is not possible, the ICO can be contacted on

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

Telephone number: 0303 123 1113.

**Carter Bells LLP dated 8th June 2026**