

# GDPR Complaints Procedure

## GDPR : General Data Protection Regulation

### *How we handle your data protection concerns*



This document sets out the complaints procedure for Kate Louise Reflexology (referred to as “we”, “us” and “our” throughout this document). It explains how we will handle any complaint you make about the way we collect, use, store, share or otherwise process your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please see my GDPR & Privacy Policy for details of the personal information I hold and why, and what your rights are. This is available through my website.

**Important:** This procedure applies to GDPR and data protection complaints only. For all other types of complaint, please refer to our general Complaints Policy.

**Contact Details :** All GDPR-related complaints should be directed to us using the contact details below. GDPR Complaints Procedure and Privacy Policy available through website.

**Therapist’s Name** (and Data Controller Contact) : Kate Crossland

**Address:** 80a New Park Drive, Hemel Hempstead HP2 4QJ

**Telephone No:** 07939164565; **Email Address:** [katelouisereflexology@gmail.com](mailto:katelouisereflexology@gmail.com)

### **How to Make a Complaint**

Please submit your GDPR complaint in writing to the above contact details. Once we receive your complaint, we will follow the following steps. We are committed to handling all complaints promptly, fairly and confidentially.

**1) Acknowledgement (within 30 days)**

**2) Requesting further information**

**3) Investigation & Review**

**4) Decision & Outcome**

**5) Closure or Escalation**

6) If you were to remain dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner’s Office (ICO) — the UK’s independent supervisory authority for data protection. This service is free of charge.

ICO website: <https://ico.org.uk/make-a-complaint/>

ICO helpline: 0303 123 1113 (Monday–Friday, 9am–5pm)

ICO postal address: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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