



Reflexology Nurse GDPR Complaints Procedure

How We Handle Data Protection Concerns

1. Purpose of This Procedure

This procedure explains how Reflexology Nurse ("we", "us", or "our") manages complaints relating to the collection, use, storage, sharing, or other processing of personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are committed to handling all data protection concerns fairly, transparently, and in accordance with applicable legislation.

Please note: This procedure applies solely to complaints concerning data protection and privacy matters. For all other complaints, please refer to our General Complaints Policy.

2. Contact Details

All GDPR and data protection complaints should be submitted using the contact details below:

Contact Information	Details
Business Name	Reflexology Nurse
Registered Address	19 Kestrel Drive, Stowmarket, Suffolk IP14 5QU
Complaints Email	sandie@reflexologynurse.co.uk
Complaints by Post	Sandie Oxborrow, 19 Kestrel Drive, Stowmarket, Suffolk IP14 5QU
Privacy Policy	Available upon request

3. Your Rights Under UK GDPR

Under UK GDPR, you have a number of rights regarding the personal data we hold about you, including:

- The right to access your personal data (Subject Access Request)
- The right to rectification of inaccurate or incomplete personal data
- The right to erasure ("the right to be forgotten") in certain circumstances
- The right to restrict the processing of your personal data



- The right to data portability, allowing you to receive your data in a structured, commonly used, and machine-readable format
- The right to object to the processing of your personal data, including for direct marketing purposes
- The right to withdraw consent at any time where processing is based on your consent

If you believe that we have not respected any of these rights or have otherwise failed to comply with our data protection obligations, you may submit a formal complaint using the procedure outlined below.

4. How to Make a Complaint

To raise a GDPR or data protection complaint, please submit your complaint in writing by email or post using the contact details provided in Section 2.

To assist us in investigating your concerns promptly and thoroughly, please include:

- Your full name and preferred contact details
- A clear description of your complaint
- Details of the data protection right(s) you believe have been affected
- The approximate date(s) on which the issue occurred
- Any relevant correspondence, reference numbers, or supporting documents

5. Our Complaints Process

Upon receipt of your complaint, we will follow the process outlined below. We are committed to handling all complaints promptly, fairly, confidentially, and in accordance with UK GDPR requirements.

Step 1 – Acknowledgement

We will acknowledge receipt of your complaint in writing within 30 days, confirming that your complaint has been received and logged for investigation.

Step 2 – Request for Further Information

If additional information is required to investigate your complaint, we will contact you as soon as possible, explaining what information is needed and why.

Step 3 – Investigation and Review

We will conduct a thorough, impartial review of the issues raised. Once all relevant information has been received, we will agree a realistic timescale for completing the investigation and keep you informed of any delays.

Step 4 – Decision and Outcome



We will provide a written response outlining the outcome of our investigation within one calendar month of receiving all information necessary to assess your complaint.

Where a complaint is particularly complex, this period may be extended by up to a further two months. If an extension is required, we will inform you and explain the reasons for the delay.

Step 5 – Closure or Escalation

If you are satisfied with our response, the complaint will be closed.

If you remain dissatisfied, you have the right to escalate your complaint to the Information Commissioner's Office (ICO), as detailed below.

6. Escalating Your Complaint to the Information Commissioner's Office (ICO)

If you are not satisfied with the outcome of our investigation, you may lodge a complaint with the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights and data protection law.

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

ICO Helpline: 0303 123 1113
(Monday to Friday, 9:00am–5:00pm)

ICO Postal Address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The ICO's complaint service is free of charge.

Document Review

This GDPR Complaints Procedure will be reviewed periodically to ensure it remains accurate, effective, and compliant with current data protection legislation.