



## **Personal Data Protection Complaints Procedure**

### **Policy on Personal Data Protection**

Pure Paraplanning Ltd is committed to managing your personal data in compliance with the Data Protection Act 1998. This document sets out the procedure through which Pure Paraplanning Ltd manages complaints on personal data protection.

For more information on how Pure Paraplanning Ltd collects, uses, accesses, stores, transfers and handles your personal data, please see our Personal Data Protection Policy.

### **Types of Complaints**

All complaints about how Pure Paraplanning Ltd manages personal data will be dealt with in accordance with the procedure set out below. Some examples of complaints that might be raised include:

- Unlawful processing of Personal Data
- Misuse of Personal Data
- Unauthorised access to Personal Data
- Loss of Personal Data

### **Rights under the Data Protection Act**

Under the Data Protection Act, your personal data can only be collected, used or disclosed for specific purposes with your consent. In addition, you are entitled to know what data is held about you and how the information is being used; and where personal data is recorded incorrectly or not up to date, to have such personal data rectified.

For access, correction and withdrawal of consent requests please contact us. Any requests will be dealt with promptly, but in any event in no more than 28 days from receipt.

## **What to do if you have a Complaint**

If you have any concerns or problems with the way your personal data has been handled, please contact Pure Paraplanning Ltd at [lee@purepp.net](mailto:lee@purepp.net). To assist us in dealing with your complaint, please provide the following:

- a) Full name of the person lodging the complaint
- b) Contact details
- c) How the Personal Data was collected, if known
- d) Details of the complaint
- e) Timeframe over which the suspected wrongdoing occurred
- f) Documentary evidence in support of the complaint.

## **Complaints Procedure**

Upon receiving your complaint, Pure Paraplanning Ltd will confirm that your complaint will be investigated and provide you with an estimate of how long you should expect to wait to receive a full response.

While Pure Paraplanning Ltd endeavours to respond as promptly as possible, response times will vary depending on the nature of the complaint. Pure Paraplanning Ltd will liaise with the relevant departments/staff to investigate your complaint. You will be notified of the investigation outcome in writing within reasonable time and any action(s) taken if your complaint has been upheld, or your right of appeal where your complaint has been rejected.

## **Appeals Process**

If you feel that your complaint has not been resolved satisfactorily by Pure Paraplanning Ltd, you may appeal to the Managing Director directly within fourteen (14) days of receipt of the written notice of the Managing Director informing you of the outcome of the investigations into your complaint.

You may refer your complaint to the ICO at any time if you are not satisfied.

Date of next review: 1st October 2020.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9  
5AF