

# DATA PROTECTION COMPLAINTS PROCEDURE AND COMPLAINT FORM

Provided by SMTO for member use



## PRIVACY NOTICE

### DATA PROTECTION COMPLAINTS

If you have a concern about how we collect, use, store, share, retain, correct or delete your personal information, you may raise a data protection complaint with us.

Please contact: Lisa Newall

Name or role: Business Owner

Email: [lisa@positiveflowtherapies.co.uk](mailto:lisa@positiveflowtherapies.co.uk)

Postal address: 11 Esslemont Road, Edinburgh, EH16 5PX

We will acknowledge your complaint within 30 days of receiving it. We will review your concern, make appropriate enquiries and respond without undue delay. If we need more information from you, we will explain what we need and why.

If you remain dissatisfied after we have responded, you have the right to contact the Information Commissioner's Office, known as the ICO.

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

ICO helpline: 0303 123 1113

ICO postal address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF