



DATA PROTECTION COMPLAINTS PROCEDURE

The Purpose of this Procedure

Sarah Brewer Virtual Assistant (SBVA) takes data protection seriously. We are committed to handling personal information fairly, lawfully, securely and transparently.

If you are unhappy with the way we have collected, used, stored, shared or otherwise handled your personal information, you can make a data protection complaint to us.

How to make a complaint

Please email us at: info@sarahbrewerva.co.uk

Please include:

- your name
- your contact details
- what your complaint is about
- any relevant dates, emails, forms or correspondence
- what outcome you are looking for, if you know

You do not have to use the words “data protection complaint” for us to treat it as one. If your concern is about how we have handled your personal information, we will deal with it under this procedure.

Although email is our preferred method because it helps us keep a clear record, we will accept data protection complaints, however they are received.

Complaints through social media

Please do not send personal or sensitive information through public social media comments or messages. If you contact us through social media about a data protection issue, we may ask you to email us instead so that we can deal with your complaint securely.

If you are complaining on behalf of someone else

If you are making a complaint on behalf of another person, we may need evidence that you have authority to act for them.

This may include a signed letter of authority, power of attorney, or another appropriate form of confirmation.

We will not share personal information with someone acting on behalf of another person unless we are satisfied they have the right authority.

Proof of identity

If we have reasonable doubts about your identity, we may ask for proof before responding to your complaint.

We will only ask for information that is necessary and proportionate.

What happens next?

We will acknowledge your complaint within 30 days of receiving it.

We will then investigate the complaint without undue delay. This may include reviewing our records, checking relevant systems, speaking to those involved and considering whether we have followed our privacy notice, policies and data protection obligations.

We will keep you informed of progress, especially if the complaint is likely to take longer to investigate.

Once we have completed our investigation, we will explain the outcome and let you know what action we have taken, where appropriate.

If you remain unhappy

If you are unhappy with our response, you can contact us again, and we will consider whether a further review is appropriate.

You also have the right to complain to the Information Commissioner's Office, which is the UK regulator for data protection.

ICO website: www.ico.org.uk

ICO telephone: 0303 123 1113

Related information

You can also read our [Privacy Notice](#) to find out more about how we collect, use and protect personal information.

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