

# Data Protection Complaints

We are committed to protecting your personal data and handling it fairly, transparently and securely.

If you are unhappy with how we have used your personal data, or how we have responded to a data protection request, you have the right to make a complaint.

## How to make a complaint

You can contact us using any of the methods below. You do **not** need to use a specific form.

**Email:** [data.protection@puntersouthallgroup.com](mailto:data.protection@puntersouthallgroup.com)

**Telephone:** 03300 945 0000

**Post:** Richard Garmon-Jones, 11 Strand, London WC2N 5HR

You can also raise your concern through any of our usual customer service channels.

## What to include (if possible)

To help us investigate your data protection complaint quickly, it is helpful if you provide:

- Your name and contact details
- Details of your concern or complaint
- Any relevant reference numbers (e.g. policy, account or case number)
- Copies of any relevant correspondence
- How you would like us to communicate with you (e.g. letter or e-mail)

If you prefer not to provide all of this information, we will still consider your complaint.

## Our commitment

We take all data protection complaints seriously. We use feedback from complaints to improve our processes, systems and controls to better protect your personal data.