

Data Protection Complaints Handling Procedure

Your Right to Complain About How We Use Your Personal Data

From 19 June 2026, you have a legal right to raise a complaint with us if you are unhappy with the way we handle your personal data. This includes concerns about how we collect, use, store, share, or protect your information.

We take all data protection concerns seriously and will work with you to resolve them as quickly as possible.

How to Make a Data Protection Complaint

Please contact our Designated Complaints Handler, **Nicholas Lowe, Director/Solicitor**.

You can write to him at **Crown House, Manchester Road, Wilmslow, Cheshire, SK9 1BH**, call him on **01625 363 032** or send an email to complaints@graphene.legal.

You do not need to use any special wording. Simply tell us what has happened and why you are unhappy.

What Happens After You Contact Us

When you raise a data protection complaint:

1. We will acknowledge your complaint within 30 days.
2. We will investigate the issue, which may involve reviewing our records and speaking to the staff involved.
3. We will provide you with a clear written response, explaining what we have found and any steps we will take to put things right.

We aim to resolve all complaints promptly, fairly and without undue delay.

If You Are Still Unhappy

If you are not satisfied with our response, or if you feel we have not handled your complaint properly, you can contact the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection.

You can find details on how to raise a concern with the ICO at: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>

Our Commitment to You

We are committed to:

- treating all concerns seriously and respectfully;
- investigating complaints thoroughly and fairly;
- being open about what we have found;

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- taking action where we have made a mistake; and
- using complaints to improve our services and data protection practices.

Your feedback helps us maintain high standards and continually improve how we handle your personal information.