



# Complaints Policy

Version	Date	Detail	Summary	Author
1.0	24/05/2018	Final	Creation	Scott Callan

For more information on the status of this policy, please contact:	
<b>Self Select Distribution LTD</b>	IT Department
<b>Approved By</b>	Andy Barker
<b>Next Review Date</b>	25/05/2019
<b>Responsibility for Review</b>	IT Department
<b>Contributors</b>	Scott Callan
<b>Audience</b>	All management & employees

## 1. PERSONAL DATA PROTECTION COMPLAINTS PROCEDURE

### 1.1. POLICY ON PERSONAL DATA PROTECTION

Self Select Distribution LTD., (SSD) is committed to managing your personal data in

compliance with the General Data Protection Regulation (GDPR) 2018. This document sets out the procedure through which SSD manages complaints on personal data protection.

For more information on how SSD collects, uses, accesses, stores, transfers and handles

your personal data, please see our Data Protection Policy on our website.

### 1.2. TYPES OF COMPLAINTS

All complaints about how SSD 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

## 2. 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 SSD's Data Protection Officer at [dataprotection@selfselectdistribution.co.uk](mailto:dataprotection@selfselectdistribution.co.uk). Alternatively, you can send it by post to the following address:

### **Data Protection Officer**

Self Select Distribution

Unit 3, Bridgebank Industrial Estate

Taylor Street

Horwich

Bolton

BL6 7PD

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.

### 3. COMPLAINTS PROCEDURE

Upon receiving your complaint, SSD's Data Protection Officer 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 SSD endeavours to respond as promptly as possible, response times will vary depending on the nature of the complaint. The Data Protection Officer will liaise with the relevant departments 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.

### 4. APPEALS PROCESS

If you feel that your complaint has not been resolved satisfactorily by SSD's Data

Protection Officer, you may appeal to the members of SSD's Board of Directors within

fourteen (14) days of receipt of the written notice of the Data Protection Officer informing

you of the outcome of the investigations into your complaint. You can do this by writing a letter to:

#### **Board of Directors**

Self Select Distribution

Publishing House  
Unit 3, Bridgebank Industrial Estate  
Taylor Street  
Horwich  
Bolton  
BL6 7PD

You may refer your complaint to the ICO at any time if you are not satisfied. You can do this by telephone, post or email using one of the methods below:

**Website:** <https://ico.org.uk/concerns/>

**Telephone:** 0303 123 1113

**Address:**

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