

# DATA PROTECTION COMPLAINTS PROCEDURE

Addleshaw Goddard is committed to protecting your personal data and complying with applicable data protection laws wherever we operate. We take data protection and maintaining the privacy of personal data very seriously. If, at any point, you have any concerns or complaints about how we process your personal data, we want to know so that we can try to put them right.

We will consider any complaint carefully and objectively, endeavouring to resolve the issues and reach a satisfactory resolution. You will not be charged for our time dealing with your complaint.

## WHO CAN MAKE A COMPLAINT?

This procedure applies to all individuals whose personal data we process globally and who wish to raise concerns or make a complaint about how we collect, use, handle, store, disclose, or otherwise process their personal data.

## WHO SHOULD I COMPLAIN TO?

If you wish to raise a data protection complaint, please email [Complaints@addleshawgoddard.com](mailto:Complaints@addleshawgoddard.com). To help us address your concerns or complaint as promptly and efficiently as possible, please provide your name and contact details, a full explanation of your concerns or complaint, any supporting documents and details of the outcome you are seeking.

## WHAT WILL ADDLESHAW GODDARD DO?

We will acknowledge a complaint as soon as possible. We aim to provide a response to your complaint within one month of receiving it.

If we need to vary the timescale, we will let you know and explain when you can expect a response, unless a shorter timeframe is required under applicable law.

We may need to verify your identity before responding to your concerns or complaint. If so, we will request only the information necessary to confirm your identity. Where a complaint is submitted on behalf of another person, we may require appropriate evidence of authorisation, such as a power of attorney or signed letter of authority.

Once we have completed our investigation, we will confirm the outcome to you in writing without undue delay and explain the reasons for our decision. You may request an internal review, and we will work with you to understand any remaining concerns.

## WHAT ARE MY LEGAL RIGHTS?

If you remain unsatisfied, you have the right to lodge a complaint with a relevant supervisory authority regarding how we process your personal data. Some supervisory authorities may require you to exhaust our internal complaints process before they will consider your complaint.

You can find more information about lodging a complaint, and about your data protection rights more generally, on the relevant supervisory authority's website. Contact details for the ICO, the UK's data protection authority, are available [here](#). Please see our [Global Privacy Notice](#) for more information about our processing activities and your rights in relation to your personal data. Nothing in this procedure takes precedence over or replaces any right that you have to bring a dispute that you may have against the firm under local law.