

DATA PROTECTION COMPLAINT FORM

This data protection complaint form is designed to align with the requirements of the Data (Use and Access) Act 2025. (DUAA).

The DUAA requires Pilgrims Friend Society to facilitate complaints by providing an accessible means (like this form) to raise complaints with us directly before escalating to the Information Commissioner's Office (ICO)

Use this form to report concerns you have about how Pilgrims Friend Society has handled your personal data under the Data Protection Act 2018, UK GDPR and the Data (Use and Access) Act 2025.

Section 1. Your Details	
Title	
Forename	
Surname	
Date of Birth	
Address	
Telephone number	
Email address	
Are you acting on behalf of the someone else?	☐ Yes ☐ No
If 'Yes' please email a signed letter of authority or power of attorney to dataprotectionlead@pilgrimsfriend.org.uk	
Preferred Method of contact	☐ Email ☐ Phone ☐ Post

Section 2. Nature of the complaint

Please indicate what this complaint relates to.

For example: misuse of personal data, data breach, unsolicited marketing, inaccurate data.

Section 3. Details of the complaint

Please describe your data protection concern, including dates, events, and any prior correspondence.

Section 4. Desired outcome

What would you like Pilgrims Friend Society to do to resolve this issue?

Section 5. Supporting Documentation

Please indicate whether you will be providing supporting documentation (e.g. copies of emails).

☐ **Yes**

☐ **No**

If yes, please email the documents to dataprotectionlead@pilgrimsfriend.org.uk

Section 6. Declaration and Consent

By clicking on the button below you confirm the accuracy of the information provided and consent to your data being processed for this complaint:

☐ I confirm the accuracy of the information provided and consent to my data being processed for this complaint

Section 7. How we handle your complaint

We will acknowledge your complaint upon receipt and investigate it without undue delay. A response will be given within 30 days of receipt, and we will keep you informed of progress and outcome in line with the Data (Use & Access) Act 2025.

Section 8. Escalation to the Information Commissioner's office (ICO)

If you are dissatisfied with our final response, or if we fail to respond, you have the right to escalate your complaint to the Information Commissioner's Office (ICO). <https://ico.org.uk/make-a-complaint/>
The ICO is the UK's independent regulatory body responsible for data protection rights.