Data Protection Complaints Process

1. Purpose

We are committed to handling data protection complaints fairly, transparently and without undue delay. This process explains how you can raise a data protection complaint with us, how we will handle it, and your right to escalate to the Information Commissioner's Office (ICO) after our outcome. It fulfils our duty under the Data (Use and Access) Act 2025 (DUAA), to maintain and operate a complaints process that is accessible and publicised.

2. Scope

This process covers complaints concerning our processing of personal data under UK GDPR, the Data Protection Act 2018 (DPA 2018), PECR (Privacy and Electronic Communications Regulations) and the subsequent amendments to these Laws under DUAA.

3. How to complain to us

We provide multiple, easy to use ways to contact us:

- Online form: https://www.necsws.com/contact/
- Email: dpo@necsws.com
- Post: The Data Protection Officer, NEC Software Solutions, 1st Floor, iMex Centre, 575-599, Maxted Rd, Hemel Hempstead, HP2 7DX

We will make reasonable adjustments if needed, please email dpo@necsws.com.

4. What to include in your complaint

Please give: your name and contact details; a description of the issue; when it happened; how you were affected; any reference numbers; and any evidence. Please only provide the information needed to handle your complaint, if we require further information, we will request it.

5. Complaint handling, timeline and communications

We will provide a formal acknowledgement within 30 calendar days of you making the request.

Our Data Protection Officer will lead our investigation. Should the complaint involve our Data Protection Officer, the Chief Legal Officer will investigate your complaint.

We will conduct our investigation without undue delay, and the outcome will be communicated to you within 3 months. We will keep you informed throughout the investigation. Responses will explain our investigation steps, our findings, any actions taken and, should the outcome be unsatisfactory we will provide the ICO escalation details.

We maintain a complaints register and review any trends for improvement purposes. If required by the ICO, we may report aggregate trends to them.

6. Relationship to your data rights

The Data Protection Complaints process is distinct from Data Subject Access Rights (DSAR) requests. If your complaint requires action under our DSAR process, we will route accordingly and handle your request within the DSAR timescales.

7. Accountability and governance

- **Accessibility, fairness and transparency** – we endeavour to make this process easy to find, to follow and for it to be easy to understand our decisions. It is accessible, and free.
- **Your rights** - You will face no detriment for raising a complaint.
- **Security and confidentiality** - We protect complaint data and restrict access to only those staff members who need it in order to handle the complaint or action any findings. Complaints records are kept only as long as necessary. Our complaints register only contains anonymised data and is used for tracking, reporting and improvement purposes only.
- **Training & Awareness** - We provide Data Protection training to all staff, including awareness of the complaints process.
- **ADM & AI** - Complaints about Automated Decision Making (ADM), profiling or the use of AI will apply the safeguards required by the DUAA, for example reviewing the level of human involvement.
- **Health Data** - Complaints involving the processing of Health or other special category data will include the DUAA interoperability standards and privacy protections.
- **Criminal Record Data** - Complaints involving criminal record data or other law enforcement related data will include the specific requirements of the DPA 2018 and DUAA relating to the Law Enforcement Directive.

This process is owned by the NEC Data Protection Officer, dpo@necsws.com, and reviewed at least annually.

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