DATA PROTECTION COMPLAINTS PROCEDURE

This procedure outlines how you raise a complaint about the way in which your personal data has been handled, and how we will manage your complaint in accordance with the Data Protection Act 2018, UK GDPR and The Data Use and Access Act 2025.

1. This procedure applies to all individuals whose personal data we process, (collectively known as Data Subjects) and applies to all processing activities involving your personal data.
2. If you believe we have mishandled your personal data, failed to uphold your data protection rights, or not responded appropriately to a data protection request, you may submit a complaint using one of the following methods:

   The Data Protection Team
   Simplify Moving Limited
   PO Box 7130
   Grove Park
   Leicester
   LE19 1YD

   Email: Dataprotection1@simplify.co.uk.

   Alternatively, you can find our online complaints form here.

3. To help us investigate your complaint quickly and thoroughly, please include your full name, contact information, case or file reference number (if applicable) and a description of the complaint.

4. Once we have received your complaint, we will write to you with an acknowledgment within 30 days and respond to the complaint without undue delay. This will enable us to carry out a thorough review of your complaint, undertake a full investigation and provide you with a detailed response.

5. If you remain dissatisfied with our handling of your complaint, you may contact directly the Information Commissioner's Officer (ICO) to ask them to consider the complaint further. Their contact details are:

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

   Tel: 0303 123 1113
   Website: https://ico.org.uk

You can make a complaint through their website.

The ICO will expect that you have allowed us to consider and respond to your complaint in the first instance.

Simplify Moving Limited