

# Data Protection Complaints Policy



## 1. Introduction

Capsticks Solicitors LLP (“Capsticks”) is committed to protecting personal data and complying with data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018.

This Data Protection Complaints Policy sets out how individuals may raise concerns or complaints about the way Capsticks processes their personal data, and how we will handle such complaints.

This policy applies in conjunction to Capsticks’ [Client Problem Handling Policy](#) and [Third Party Raising Concerns Policy](#).

## 2. What Is a Data Protection Complaint?

A data protection complaint is where an individual expresses concern that Capsticks has infringed data protection legislation because of the way we have handled their personal data.

Examples include complaints relating to:

- how personal data has been collected, used, disclosed or stored;
- how we have responded to data subject rights requests (such as subject access requests);
- concerns about the accuracy, retention or security of personal data;
- personal data breaches affecting the individual; or
- any other alleged infringement of data protection law.

## 3. How can I raise a concern about data protection?

If you wish to raise concerns or to complain about the way in which Capsticks has handled your data, please write to us at [dataprotection@capsticks.com](mailto:dataprotection@capsticks.com).

Alternatively you can write to us by post at:

Data Protection Complaints – Governance & Risk  
Capsticks LLP  
Wellington House  
68 Wimbledon Hill Road  
London  
SW19 7PA

If a complaint is made through our social media channels, we shall ask you for an alternative contact method as this is not a secure way for us to send or receive any personal information.

#### 4. How we can help you raise a concern if you have a disability?

We will try to find a way to remove or reduce any disadvantage that you might be facing because of any disability, health problem or mental health issue. To do this, we will need you to tell us what reasonable adjustments you need.

#### 5. How will Capsticks deal with your concerns?

On receipt of your complaint, we will acknowledge it within 30 days and will explain how we shall deal with it. We may need to ask you for additional information or documents, and we will do so without any undue delay.

We may also need to verify your identity to ensure that personal data is only disclosed to the correct individual. Where a complaint is made on behalf of another individual, we may request reasonable evidence of identity or authority, such as written authorisation from the data subject or a power of attorney. Any verification requests will be proportionate and will not be used to create unnecessary barriers to raising a complaint.

Upon completing our investigation, we will write to you confirming the outcome, the reason for the decisions reached and any remedial or corrective action taken, where appropriate.

#### 6. What if I remain dissatisfied following Capsticks' investigation?

If you are dissatisfied with the outcome of our investigation, you can complain to the Information Commissioner's Office:

Information Commissioner's Office  
 Wycliffe House  
 Water Lane  
 Wilmslow  
 Cheshire  
 SK9 5AF  
 Website: [www.ico.org.uk](http://www.ico.org.uk)  
 Telephone: 0303 123 1113

#### CAPSTICKS

[capsticks.com](http://capsticks.com)

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