

ANNEX — DATA PROTECTION COMPLAINTS FORM

Pursuant to Section 164A, Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025)

How to submit this complaint

Complete all sections marked with an asterisk (*). Once completed, email this to our address above or info@new-legal.com or use our postal address above. We will acknowledge receipt within 30 days. Please keep a copy for your records.

If you would prefer to submit your complaint online, an electronic version of this form is available via the Legal Information at the beginning of our Privacy Notice.

Fields marked * are required. If a field does not apply to you, please write 'N/A'.

PART A — YOUR DETAILS

1. Full name * *as you wish to be addressed*

2. Email address * *we will use this to acknowledge and respond to your complaint*

3. Telephone number *optional*

4. Postal address *include postcode*

5. Preferred method of response (please tick one) *

☐ Email	☐ Post	☐ No preference
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PART B — NATURE OF YOUR COMPLAINT

6. What is your complaint about? (please tick all that apply) *

☐ How my personal data has been collected	☐ How my personal data has been used or shared
☐ Refusal to fulfil a data subject rights request	☐ Delay in responding to a data subject rights request
☐ A data breach affecting my personal data	☐ Marketing communications I did not consent to
☐ Accuracy of personal data held about me	☐ Use of automated decision-making / AI
☐ International transfer of my personal data	☐ Other (please describe below)

7. If you selected 'Other' above, or wish to provide further context on the nature of your complaint, please describe it here

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8. Please describe the circumstances of your complaint in as much detail as possible, including relevant dates, names of staff involved (if known), and any reference numbers *

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9. What outcome are you seeking? (for example: deletion of data, correction, apology, explanation, or other action) *

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PART C — DATA SUBJECT RIGHTS REQUEST (if applicable)

Complete this section only if your complaint relates to a data subject rights request (e.g. a subject access request, erasure request, or objection) that we have refused or not responded to.

10. Which right(s) did you request? (please tick all that apply)

☐ Right of access (subject access request / DSAR)	☐ Right to rectification (correction)
☐ Right to erasure ('right to be forgotten')	☐ Right to restrict processing
☐ Right to data portability	☐ Right to object (including to direct marketing)
☐ Right to human review of an automated decision	☐ Right to withdraw consent
☐ Other	

11. When did you first submit that rights request to us? * *approximate date is fine*

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12. Did you receive any response from us? * *If yes, please summarise what we said*

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PART D — PREVIOUS CORRESPONDENCE

13. Have you previously raised this complaint or concern with us? *

☐ Yes	☐ No	☐ Partially
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14. If yes, please give details of any previous correspondence, including dates and the name of any member of staff you dealt with

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15. Have you submitted this complaint to the Information Commissioner's Office (ICO) or any other authority? *

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☐ Yes	☐ No
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16. If yes, please provide the ICO or authority reference number if you have one

PART E — SUPPORTING DOCUMENTS

17. Are you enclosing or attaching any supporting documents? *

☐ Yes — please list them below	☐ No
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18. If yes, please list the documents you are attaching or enclosing (e.g. previous emails, correspondence, screenshots)

PART F — DECLARATION

Data protection notice — how we use information from this form The personal data you provide on this form will be used solely for the purpose of investigating and responding to your complaint in accordance with our statutory obligations under Section 164A of the Data Protection Act 2018. We will retain this form and related correspondence in accordance with our Data Retention Schedule. You may exercise your data subject rights in relation to this data at any time by contacting us using the details in our Privacy Notice.
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19. Declaration *

By signing / submitting this form, I confirm that the information provided is accurate and complete to the best of my knowledge.

Signature (or type full name if submitting by email): 	Date:
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FOR OFFICE USE ONLY — DO NOT COMPLETE
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Date received	
Received by	
Reference number	
Acknowledgment sent (date)	
Assigned to	
Target response date	
Outcome	
Date closed	

Please send the completed form to: our email address at the top of the form or info@new-legal.com

Or post to: our registered address at the top of this form

This form is issued pursuant to s.164A Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025)