

# **Balanced Flow Professional Services**

## **Data Protection Complaints Policy**

### **1. Introduction**

This policy sets out how Balanced Flow Professional Services handles complaints relating to the processing of personal data.

We are committed to handling personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

This policy explains how individuals can raise concerns about how we have handled their personal data and how we will deal with such complaints.

#### **1.1. Accessibility**

We aim to make this process clear and easy to use.

If you require this information in an alternative format or need assistance in making a complaint, please contact us using the details below.

### **2. What is a Data Protection Complaint?**

A data protection complaint is any expression of dissatisfaction relating to how we have collected, used, stored, shared, or otherwise processed personal data.

This may include concerns about:

- the accuracy of personal data
- how personal data has been used or disclosed
- how long data has been retained
- how requests or rights have been handled

### **3. How to Make a Complaint**

Individuals may make a data protection complaint to us using the following contact details:

**Email:** [data@balancedflowprofservs.co.uk](mailto:data@balancedflowprofservs.co.uk)

We will also accept complaints made through other channels, including:

- general email addresses
- written correspondence
- social media or other forms of contact

If a complaint is received through another channel, it will still be handled in accordance with this policy.

### **4. Our Complaints Handling Process**

#### **4.1 Acknowledgement**

We will acknowledge receipt of a data protection complaint within **30 days** of receipt.

Our acknowledgement will:

- confirm that the complaint has been received
- outline the next steps
- provide a point of contact

#### **4.2 Investigation**

We will investigate all complaints promptly and fairly.

This may include:

- reviewing the personal data involved
- gathering relevant information
- making further enquiries where necessary

We may contact the individual for clarification if required.

#### **4.3 Keeping You Informed**

We will keep the individual informed of progress where the investigation is ongoing.

We aim to communicate clearly and in plain language throughout the process.

#### **4.4 Outcome**

We will provide a response setting out:

- our findings
- any actions taken (or proposed)
- the reasons for our decision

This will be provided without undue delay following completion of the investigation.

#### **5. Timeframes**

We will:

- acknowledge complaints within 30 days
- investigate and respond without undue delay
- provide an outcome as soon as reasonably practicable

Where a complaint is complex and requires more time, we will inform the individual and provide updates.

#### **6. Record Keeping**

We maintain records of:

- complaints received
- investigations undertaken
- outcomes and decisions

## 7. Escalation to the ICO

If an individual is not satisfied with our response, they have the right to raise their concern with the Information Commissioner's Office (ICO).

ICO contact details:

<https://ico.org.uk>

We encourage individuals to contact us first so that we have an opportunity to resolve the issue directly.

### Contact Details

- Mailing address: 2<sup>nd</sup> Floor, St. Albion, 5 Albion Place, Leeds, LS1 6JL
- Telephone: 07988 699975
- Email: [hello@balancedflowprofservs.co.uk](mailto:hello@balancedflowprofservs.co.uk)
- LinkedIn:
  - Philippa Bradley: <https://linkedin.com/in/philippahbradley>
  - Balanced Flow Professional Services: <https://linkedin.com/company/balanced-flow-professional-services>
- Instagram: @balancedflowprofservs