How to Make a Data Protection Complaint

We are committed to handling your personal data responsibly and transparently. If you have a concern about the way we have collected, used, stored or otherwise processed your personal data, you have the right to make a formal data protection complaint. This right is supported by the Data (Use and Access) Act 2025, which comes into effect on 19 June 2026.

How to submit a complaint

You can submit a data protection complaint to us using any of the following method:

E-mail: privacy@educage.training

Please include as much detail as possible about your concern, including your name, contact details and a description of the issue. This will help us investigate your complaint effectively.

What happens next

Once we receive your complaint, here is what you can expect:

1	**Acknowledgement within 30 days** We will send you a written acknowledgement within 30 calendar days of receiving your complaint. This will confirm receipt, provide a reference number, and let you know who is handling your case.
2	**Investigation** We will investigate your complaint without undue delay. Our Data Protection Officer (or designated compliance lead) will review the relevant processing activities and consult any necessary records. We will keep you informed of any significant developments or if we need more time.
3	**Outcome notification** Once the investigation is complete, we will write to you with our findings, explain any action we have taken or plan to take, and give reasons if we are unable to uphold your complaint.

Your right to escalate to the ICO

If you are not satisfied with how we have handled your complaint or with our final response, you have the right to refer the matter to the Information Commissioner's Office (ICO) the UK's independent data protection authority. The ICO can be contacted at:

Website: ico.org.uk
Telephone: 0303 123 1113
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Please note that the ICO generally expects individuals to raise their concerns with the organisation first before referring to the ICO, unless there is an urgent reason to do otherwise.