

# Data Protection Complaints Policy

Parcel Safe Place Limited

Data Protection Complaints Policy



**Legal entity:** Parcel Safe Place Limited part of the ASK4 Group

# 1. About This Policy

**Parcel Safe Place Limited ("we", "us", "our")** is committed to protecting your personal data and handling it fairly, lawfully and transparently.

This policy explains how you can raise a complaint about how we use your personal data, and how we will handle that complaint.

We are part of the ASK4 Group of companies.

# 2. Who This Policy Applies To

This policy applies to clients, prospective clients, business contacts, and visitors to the parcel safe place website.

In respect of the parcel rooms we provide, we process personal data on behalf of another organisation — for example, a property owner or operator — acting as a data processor.

However, we will still deal with complaint in accordance with this policy. However, where your complaint relates to such processing:

- we may refer your complaint to that organisation;
- we will tell you if we do so; and
- we will assist in resolving your complaint where it is within our authority to do so.

# 3. Your Right to Complain

If you are unhappy with how we have handled your personal data, you have the right to complain to us. You can raise concerns about:

- how your personal data has been collected or used;
- access to your personal data;
- accuracy of your personal data;
- how long we retain your personal data;
- the security of your personal data; or
- marketing communications you have received.

We encourage you to contact us first. In most cases, we can resolve concerns quickly without the need for a formal complaint.

# 4. How to Make a Complaint

You can contact us using any of the following:

Email: [legal@parcelsafeplace.com](mailto:legal@parcelsafeplace.com)

Post: The Data Protection Officer - Devonshire Green House, 14 Fitzwilliam Street, Sheffield, S1 4JL.

Customer support: [legal@parcelsafeplace.com](mailto:legal@parcelsafeplace.com)

When you contact us, please include:

- your name and contact details;
- a clear description of your concern; and
- any relevant account or reference numbers, if you have them.

You do not need to use legal language. Just tell us what happened and what you would like us to do about it.

# 5. What Happens Next

## 5.1 Acknowledgement

We will acknowledge receipt of your complaint within 30 calendar days.

## 5.2 Assessment and Investigation

We will then:

- review your complaint carefully;
- investigate the relevant systems, processes and data;
- consider the applicable data protection laws; and
- where relevant, liaise with third parties — for example, where we process personal data on behalf of a property owner or service provider.

## 5.3 Keeping You Informed

If your complaint is complex or requires more time to investigate, we will keep you updated on progress and let you know if we need more information from you.

## 5.4 Our Response

We will provide a written response without undue delay. Our response will include:

- the outcome of our investigation;
- an explanation of our decision; and
- details of any action we have taken, or intend to take.

## 6. Verifying Your Identity

Before we can progress your complaint, we may need to verify your identity. We do this to:

- protect your personal data; and
- ensure we are responding to the correct person.

We will only ask for information that is necessary and proportionate to do this.

## 7. If You Are Not Satisfied

If you are not satisfied with our response, you have the right to complain directly to your relevant supervisory authority.

Information Commissioner's Office (ICO)

- Website: <https://www.ico.org.uk>
- Helpline: 0303 123 1113
- Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

We always encourage you to contact us first on the details above so we have the opportunity to resolve your concern

## 8. Record-Keeping

We keep records of complaints and their outcomes. We do this to:

- improve our services and processes; and
- meet our legal obligations under data protection law.

Complaint records are handled in accordance with our data protection policies and retained only as long as necessary.