

Data Protection Complaint Form

We take matters regarding privacy and data protection rights seriously. You can use this form to submit a complaint to us about how we have handled your personal data. This will enable us to investigate and deal with it as quickly as possible.

This form is for data protection complaints only and should **not** be used for general service complaints where they are not related directly to Data Protection matters. These are dealt with through our standard complaints process.

We may need to contact you to verify your identity or to request further information from you, in which case we will do so at the earliest opportunity. We will acknowledge your complaint promptly and within 30 days from receipt, investigate it and keep you updated. We will provide a final response without undue delay.

Collection of personal data

This form will collect your personal data, such as your name and contact details. This information will be used to process your complaint and may be shared with relevant teams as needed for investigation. You can find out more about how we process personal data and your data rights in our Privacy Notice.

Required

1. Please provide your details.

Full name:

Address:

Email:

Relationship to our organisation (e.g. customer, colleague):

Customer or employee reference number:

2. Are you submitting this form on behalf of another individual?

Yes (*please confirm the name of the complainant, their relationship with our organisation and your relationship to the complainant*)

No

3. Type of data processing concern (*tick all that apply*)

- Data subject access request (DSAR) response
- Inaccurate information held
- Suspected data breach
- Sharing/disclosure of data
- Retention of data
- Not keeping information secure
- Other

4. Details of your complaint (including whether you have previously contacted us about this matter, who you contacted and relevant dates).

5. What outcome or resolution are you seeking?

6. Supporting Documents.

If you have any documents or evidence (such as emails, screenshots, or correspondence), please attach copies when submitting this form.

I [have/have not] attached supporting evidence to this complaint.

7. Declaration

I confirm that the information provided in this complaint is accurate to the best of my knowledge.

Signature:

Date:

8. Sending your form to us.

You can submit this completed form by:

Email: Quality@northgateservices.com

Post: Customer Satisfaction Manager, Quality Team, Northgate Insurance Services Limited, Redmond House, Fern Court, Bracken Hill Business Park, Peterlee, County Durham, SR8 2RR

Please remember to include any supporting documents and use the title “data protection complaint” in the email subject title or written on the envelope if submitting by post.