

Price & Kelway Limited

Data protection complaints policy

- 1 We are committed to providing a high-quality service, in accordance with data protection law. At all times, we seek to comply with data protection principles by ensuring we:
- 1.1 process personal data lawfully, fairly and in a transparent way;
  - 1.2 collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes;
  - 1.3 collect and use adequate, relevant and minimal personal data;
  - 1.4 take reasonable steps to make sure personal data is accurate and kept up to date;
  - 1.5 do not keep personal data longer than necessary; and
  - 1.6 implement appropriate security measures.
- 2 We acknowledge that we may not always get things right, so if something has gone wrong, we need you to tell us. This will help us to improve our standards of service and data protection controls.

### 3 How to make a complaint

The table below shows the different ways you can contact us to make a complaint.

<b>How to complain</b>	<b>More information</b>
By completing our data protection complaint form	<p>The form can be requested from our reception on <a href="mailto:enquiries@priceandkelway.co.uk">enquiries@priceandkelway.co.uk</a>, or we can post a copy to you.</p> <p>You can complete the form electronically and email it to us at <a href="mailto:enquiries@priceandkelway.co.uk">enquiries@priceandkelway.co.uk</a> or post it to us at Price &amp; Kelway Limited, 17 Hamilton Terrace, Milford Haven, Pembrokeshire SA73 3JA</p> <p>Using the data protection form is entirely optional and you may prefer to complain to us using one of the other methods set out in this table.</p>
By telephoning us	You can telephone us on 01646 695311.
By emailing us	You can email us with details of your complaint at <a href="mailto:enquiries@priceandkelway.co.uk">enquiries@priceandkelway.co.uk</a> .
By writing to us	You can write to us with details of your complaint at Price & Kelway Limited, 17 Hamilton Terrace, Milford Haven, Pembrokeshire SA73 3JA.

### 4 Acknowledging and verifying your complaint

- 4.1 We will acknowledge your complaint within 30 days of receiving it.

- 4.2 We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.
- 4.3 If, having requested additional information, we are not in a position to identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.

**5 Investigating your complaint**

- 5.1 We will investigate your complaint. This will usually involve:
  - 5.1.1 reviewing your complaint;
  - 5.1.2 locating and reviewing the records we hold about you;
  - 5.1.3 establishing the relevant facts; and
  - 5.1.4 speaking to the fee earner, support staff or other members of staff who were involved, comparing the information in your complaint with the records we hold, and checking whether we have complied with our own terms, policies, procedures and professional standards.
- 5.2 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 5.3 We will update you on the progress of your complaint at appropriate times.

**6 Notifying you of the outcome of our investigation**

- 6.1 We will inform you of the outcome of the complaint without undue delay.
- 6.2 We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

**7 What to do if we cannot resolve your complaint**

- 7.1 If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner's Office (ICO) or you can seek to take action in the courts.
- 7.2 The ICO's contact details are:

Address	Information Commissioner's Office  Wycliffe House  Water Lane  Wilmslow  Cheshire
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	SK9 5AF
Helpline number	0303 123 1113

- 7.3 More details on how to complain to the ICO are available on the [Complaints](#) page of the ICO's website. You should usually submit your complaint to the ICO within three months of your last contact with us.

Price & Kelway Limited

Data protection complaint form

This form is intended to help you to submit a data protection complaint in a way that will enable us to investigate and deal with it as quickly as possible. The form is entirely optional and, if you prefer, you can simply write to us or email us with your complaint using the contact details in section 5.

## 1 About you

*This section should be completed in relation to **the person who is making the complaint**, even if the complaint relates to someone else.*

Your name	
Your contact details	
Client/Matter reference number, if known	
<p>Your identity information</p> <p>For security reasons, we cannot respond to a complaint unless we have confirmed your identity. Please provide a certified copy of a driving licence or passport, plus a utility bill or other proof of address</p>	<b>Please attach</b>

## 2 Whose personal data does the complaint relate to?

Please provide the following information.

Who are you complaining on behalf of?	<input type="checkbox"/> I am complaining on my own behalf—you can skip the rest of this section and move to section 3  <input type="checkbox"/> I am complaining on behalf of someone else—please complete the rest of this section and then move to section 3
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2.1 If you are complaining on behalf of someone else, please provide the following information about the person on whose behalf you are making this complaint. We will need this information before we can deal with the complaint.

Full name	
Address	
Contact details	

Client/Matter reference number	
Date of birth (if under 16)	
<p>Identity information</p> <p>For security reasons, we cannot respond to your request until we also receive satisfactory confirmation of the identity of the person on whose behalf you are making this complaint. Please provide a certified copy of their driving licence or passport, plus a utility bill or other proof of their address</p>	<b>Please attach</b>

2.2 Please also provide a copy of your legal authority to make this complaint. This might be a signed letter of authority from the person on whose behalf you are making this complaint, a power of attorney, or confirmation that you are their legal representative.

### 3 Details of complaint

*Please complete this section with details of the complaint. You may wish to attach additional information or documentation.*

<b>What is your complaint about?</b>
<p><i>Please tick all that apply:</i></p> <p><input type="checkbox"/> No response to a data subject request</p> <p><input type="checkbox"/> Incomplete response to a data subject access request, ie some of the personal data or information requested is missing</p> <p><input type="checkbox"/> Personal data security breach</p> <p><input type="checkbox"/> Inaccurate personal data</p> <p><input type="checkbox"/> Inappropriate sharing of personal data with a third party</p> <p><input type="checkbox"/> Direct marketing activities</p> <p><input type="checkbox"/> Keeping personal data for longer than necessary</p> <p><input type="checkbox"/> Using personal data for a different reason than we originally told you</p> <p><input type="checkbox"/> Exceeding the scope of your consent</p> <p><input type="checkbox"/> Other</p>
<b>Please provide more details of your complaint</b>

*Please provide more details here, including any relevant dates.*

**Proposed remedy (optional)**

*This section is optional, but if you know what you would like us to do in response to your complaint, please tell us here.*

**4 Any other information**

*This section is optional.*

**Other information (optional)**

*Please use this section to provide any other information you think is relevant but is not covered elsewhere on this complaints form.*

**5 Returning this form**

*You can send this form to us by email or post:*

Our email address	enquiries@priceandkelway.co.uk
Our postal address	Price & Kelway Limited, 17 Hamilton Terrace, Milford Haven, Pembrokeshire SA73 3JA

*You can also use these contact details if you have any queries about this form or you wish to submit a complaint without using this form.*