

Data Protection Complaints Procedure

1. Purpose of This Procedure

This procedure explains how **Usborne Publishing Limited** receives, investigates, and resolves complaints relating to the processing of personal data. It ensures we meet our obligations under the UK GDPR and handle concerns in a fair, transparent, and timely manner.

2. Who Can Use This Procedure

Any individual (data subject) may raise a complaint if they believe:

- Their personal data has been mishandled
- Their data protection rights have not been respected
- We have not complied with the UK GDPR or Data Protection Act 2018
- A data breach or inappropriate disclosure has occurred

This includes customers, employees, contractors, suppliers, and members of the public.

3. How to Submit a Complaint

Complaints may be submitted via:

- **Email:** privacy@usborne.co.uk
- **Post:** 83-85 Saffron Hill, London, EC1N 8RT
- **Phone:** 020 7430 2800
- **Website:** Complaints form on website:
<https://form.jotform.com/253203621514344>

To assist the investigation, complainants should provide:

- Their name and contact details
- A clear description of the issue
- Relevant dates, evidence, or supporting documents
- Any steps already taken to resolve the matter

4. Acknowledgement of Complaints

We will acknowledge receipt of the complaint within **30 working days**. The acknowledgement will include:

- Confirmation that the complaint has been received
- The name or role of the person handling the investigation
- An estimated timeframe for a full response

5. Investigation Process

The investigation may include:

- Reviewing relevant records, systems, or correspondence
- Speaking with staff involved in the processing activity
- Assessing whether data protection obligations were met
- Consulting the Data Protection Officer (if applicable)

We aim to complete investigations within **60 working days**. If more time is required due to complexity, we will notify the complainant and provide an updated timeline.

6. Response and Outcome

Once the investigation is complete, we will provide a written response that includes:

- A summary of the complaint
- Findings from the investigation
- Whether the complaint is upheld, partially upheld, or not upheld
- Any corrective actions taken or planned
- Information on escalation options

Corrective actions may include:

- Updating internal processes
- Providing additional staff training
- Rectifying or deleting personal data
- Reporting a data breach to the ICO (if required)

7. Right to Complain to the ICO

If the complainant remains dissatisfied after internal escalation, they may contact the **Information Commissioner's Office (ICO)**:

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

The ICO recommends raising concerns with the organisation first, but individuals may contact them at any stage.

8. Record Keeping

We maintain a secure log of all data protection complaints, including:

- Date received
- Nature of the complaint
- Investigation steps
- Outcome and actions taken
- Dates of responses and communications

Records are retained for **3 years** from the date of the complaint.

10. Review of This Procedure

This procedure will be reviewed annually or sooner if:

- Legislation changes
- The ICO issues new guidance
- Internal processes or organisational structure changes

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