# Data Protection Complaint Form

## 1. Controller Details (completed by Urenco)

| | |
|---|---|
| Organisation name | |
| Registered address | |
| ICO registration number (if applicable) | |
| Data Protection Officer (DPO) / Privacy Lead name | |
| DPO / Privacy email | |

## 2. Complainant (Data Subject) Details

| | |
|---|---|
| Full name | |
| Preferred method of contact (Email / Telephone / Post) | |
| Email address | |
| Telephone number (optional) | |
| Postal address (if applicable) | |
| Relationship to the organisation (Customer / Employee / Former employee / Contractor / Other) | |

## 3. Are You Acting on Behalf of Someone Else? (For Third Parties to complete)

| | |
|---|---|
| Are you acting on behalf of someone else? (Yes / No) | |
| Name of data subject | |
| Your relationship to them | |
| Written authority or proof of representation attached | |


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## 4. Nature of the Complaint

☐ Access to personal data (Subject Access Request)
☐ Rectification (inaccurate or incomplete data)
☐ Erasure (right to be forgotten)
☐ Restriction of processing
☐ Objection to processing
☐ Data portability
☐ Unlawful processing
☐ Data breach or security concern
☐ Automated decision-making / profiling
☐ Transparency or fairness concern
☐ Other (please specify)

## 5. Description of the Complaint

Please describe your complaint in as much detail as possible below:

## 6. Dates and Prior Contact

| | |
|---|---|
| Date(s) of the issue or incident | |
| Have you previously contacted us about this issue? | |
| Date of previous contact | |
| Who you contacted | |

## 7. Desired Outcome

_____

## 8. Supporting Documents

☐ Emails ☐ Screenshots ☐ Letters ☐ ID documentation ☐ Other


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## 9. Declaration and Accuracy

| | |
|---|---|
| Name | |
| Signature | |
| Date | |
| Confirmation | |

## Internal Use Only (Completed by Urenco)

| | |
|---|---|
| Complaint reference number | |
| Date received | |
| Deadline for response | |
| Reviewer Signature | |
| Outcome | |
| Action taken | |
| Date closed | |

Urenco takes all complaints seriously and will process your complaint in a timely manner. Urenco will acknowledge the complaint within 30 days, and will respond without undue delay. This may be extended in certain circumstances where the matter is deemed to be complex. Urenco will notify you of this where this is the case, after which you can escalate it to the Information Commission's Office (ICO) or relevant Supervisory Authority.

Urenco's privacy statements tell you what data we collect, how we use it, how long we keep it and when we may share it. To find out more please see our privacy statements.


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