

Data Protection Complaints Procedure

1. Scope

- 1.1. This procedure addresses complaints from data subject(s) related to the processing of their personal data, Colorminium London Ltd. (“the Company”) handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

2. Responsibilities

- 2.1. All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Human Resources Department.
- 2.2 The Human Resources Department is responsible for dealing with all complaints in line with this procedure.

3. Procedure

- 3.1. The Company has the contact details of its Human Resources Department published on its website [www.colorminium.com], clearly under the ‘Contact’ section.
- 3.2. Data subjects are able to complain to the Company about:
 - how their personal data has been processed
 - how their request for access to data has been handled
 - how their complaint has been handled
 - appeal against any decision made following a complaint.
- 3.3. Data subject(s) lodging a complaint with the Company’s Human Resources Department are able to do so by emailing human.resources@colorminium.com.
- 3.4. Complaints are to be resolved within one month.
- 3.5. Appeals on the handling of complaints are to be resolved within one month.
- 3.6. If we fail to act on a data subject’s access request within one month or refuse the request, we set out in clear and plain language the reasons we took no action/refusal. We will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, we will provide the data subject(s) with the contact details of the supervisory authority and inform them of their right to seek judicial remedy.



4. Document Owner and Approval

- 4.1. The Human Resources Department is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the GDPR.
- 4.2. A current version of this document is available to all members of staff on the Document Management System and is published on the Company website.
- 4.3. This policy was approved on and is issued on a version controlled basis under the signature of the Managing Director.

Signature:



Date: 23rd May 2018

