# GDPR Complaints Procedure

***Lovely Massage***

How we handle your data protection concerns

## 1. About This Document

This document sets out the complaints procedure for ***Lovely Massage*** (referred to as "we", "us" and "our" throughout this document). It explains how we will handle any complaint you make about the way we collect, use, store, share or otherwise process your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

> **Important:** This procedure applies to **GDPR and data protection complaints only**. For all other types of complaint, please refer to our general Complaints Policy.

## 2. Our Contact Details

All GDPR-related complaints should be directed to us using the contact details below.

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|---|---|
| **Business Name** | ***Lovely Massage*** |
| **Registered Address** | ***20, Chivalry Road, London, SW11 1HT.*** |
| **Complaints Email** | ***laura@lovelymassage.co.uk*** |
| **Complaints Post** | ***Laura Dimmock-Jones, 20 Chivalry Road, London, SW11 1HT.*** |
| **Privacy Policy** | ***https://lovelymassage.co.uk/privacy-policy/*** |

## 3. Your Rights Under UK GDPR

You have the following rights in relation to the personal data we hold about you:

- The right to **access** the personal data we hold about you (a Subject Access Request)
- The right to **rectification** — to have inaccurate or incomplete data corrected
- The right to **erasure** ('the right to be forgotten') in certain circumstances
- The right to **restrict processing** of your personal data
- The right to **data portability** — to receive your data in a structured, machine-readable format
- The right to **object** to processing, including for direct marketing purposes
- The right to **withdraw consent** at any time where processing is based on your consent

*If you believe we have not respected one or more of these rights, you are entitled to raise a formal complaint using the procedure set out in this document.*

## 4. How to Make a Complaint

Please submit your complaint **in writing** — by post — using the contact details in Section 2. To help us investigate your concern as efficiently as possible, please include:

- Your full name and preferred contact details
- A clear description of your concern and which data protection right(s) you believe have been affected
- The approximate date(s) when the issue occurred
- Any relevant reference numbers, correspondence or documents

## 5. Our Complaints Process

Once we receive your complaint, we will follow the five steps below. We are committed to handling all complaints promptly, fairly and confidentially.

1. **Acknowledgement — within 30 days**
   We will acknowledge your complaint in writing within 30 days of receiving it, confirming that we have recorded it and will be investigating.

2. **Requesting Further Information**
   If we need any additional details to fully investigate your complaint, we will contact you as soon as possible and explain what we need and why.

3. **Investigation & Review**
   We will carry out a thorough and impartial review of your complaint. We will agree a realistic timescale with you once we have all necessary information, and we will keep you updated if there are any delays.

4. **Decision & Outcome**
   We will communicate the outcome of our investigation to you clearly and in writing within one calendar month of receiving all the information needed (this may be extended by up to two further months for complex complaints — we will notify you if this is the case).

5. **Closure or Escalation**
   If you are satisfied with the outcome, we will close your complaint. If you remain dissatisfied, you have the right to refer your complaint to the ICO free of charge (see Section 6 below).

## 6. Escalating Your Complaint to the ICO

If you remain dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) — the UK's independent supervisory authority for data protection. This service is free of charge.

**ICO website:** https://ico.org.uk/make-a-complaint/

**ICO helpline:** 0303 123 1113 (Monday–Friday, 9am–5pm)

**ICO postal address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF