

SELECT ID

DATA PROTECTION COMPLAINTS FORM

Select ID Limited

Data Protection Complaints Form

1. Purpose of this form

Select ID is committed to protecting personal data and complying with applicable UK data protection legislation, including the **UK GDPR** and the **Data Protection Act 2018**.

If you believe that Select ID has not handled your personal data appropriately, you can use this form to raise a data protection complaint.

You do not need to refer to specific legislation or use legal terminology when making a complaint.

This form is for complaints concerning the processing of personal data. If you wish to exercise a specific data protection right, such as making a Subject Access Request, please use the relevant Select ID data protection rights process.

2. Your details

Full name:

Email address:

Telephone number:

Address (if relevant):

Select ID customer/user/reference number, if applicable:

Preferred method of contact:

- ☐ Email
 - ☐ Telephone
 - ☐ Post
-

3. Are you making this complaint on behalf of someone else?

- ☐ No
- ☐ Yes

If yes, please provide:

Name of the individual:

Your relationship to the individual:

Your authority to act on their behalf:

Select ID may require evidence that you are authorised to act on behalf of another individual before discussing or disclosing personal information.

4. What is your complaint about?

Please tick all that apply.

- ☐ Collection of my personal data
- ☐ Information provided to me about how my personal data would be used
- ☐ Use or processing of my personal data
- ☐ Sharing or disclosure of my personal data
- ☐ Accuracy of my personal data
- ☐ Retention of my personal data
- ☐ Security of my personal data

- ☐ A suspected personal data breach
- ☐ Identity verification or identity-related information
- ☐ Digital identity or identity attributes
- ☐ Biometric information
- ☐ A Subject Access Request or other data protection rights request
- ☐ Direct marketing
- ☐ Automated decision-making or profiling
- ☐ Other

If other, please provide details:

5. Details of your complaint

Please describe what happened and why you believe Select ID has not handled your personal data appropriately.

Where possible, please include:

- dates and times;
- the Select ID service or process involved;
- relevant communications;
- the people or organisations involved;
- any reference numbers; and
- any other information that may help us investigate your complaint.

Details of complaint:

6. Personal data concerned

Please describe the personal data that your complaint relates to, where known.

For example:

- ☐ Name and contact details
- ☐ Select ID Network information
- ☐ Transaction or activity information
- ☐ Technical information
- ☐ Other

Details:

7. When did the issue occur?

Date or approximate date:

If the issue occurred over a period of time, please provide the relevant date range.

From: _____ **To:** _____

8. Have you previously contacted Select ID about this issue?

☐ No

☐ Yes

If yes:

Date(s) of previous contact:

Person/team contacted:

Reference number:

Summary of response received:

Please provide copies of relevant correspondence where available.

9. What outcome are you seeking?

Please explain what you would like Select ID to do to resolve your complaint.

For example, you may want Select ID to:

- investigate how your personal data was handled;
- provide an explanation;
- correct inaccurate personal data;
- stop or change a particular processing activity;
- review the security of your personal data;
- address a suspected data breach; or
- take other appropriate corrective action.

Requested outcome:

10. Supporting information

Please attach any documents or other information that you believe will help us investigate your complaint.

- ☐ Emails or correspondence
- ☐ Screenshots
- ☐ Previous Select ID correspondence
- ☐ Copies of relevant requests
- ☐ Other supporting information

Details:

11. Accessibility and communication requirements

Please tell us if you have any accessibility or communication requirements that we should take into account when handling your complaint.

12. Declaration

I confirm that the information provided in this form is, to the best of my knowledge, accurate and complete.

I understand that Select ID may need to use the information provided in this form to investigate and respond to my complaint.

Name:

Signature:

Date:

13. How Select ID will handle your complaint

Select ID will handle data protection complaints fairly, confidentially and in accordance with applicable data protection requirements.

Upon receiving your complaint, Select ID will:

1. Acknowledge the complaint

We will acknowledge receipt of your complaint and, where appropriate, confirm the person responsible for handling it.

2. Assess the complaint

We will assess the nature and scope of the complaint and determine whether additional information is required.

3. Investigate

We will investigate the circumstances giving rise to the complaint, including reviewing relevant records, systems, processing activities and correspondence where appropriate.

4. Keep you informed

Where appropriate, we will keep you informed of the progress of the investigation, particularly where the investigation cannot be completed promptly.

5. Provide an outcome

We will provide a written response explaining the outcome of our investigation and, where appropriate, any corrective action taken or proposed.

6. Review and improve

Where appropriate, Select ID will use complaints to identify improvements to its policies, procedures, systems, security controls or data processing activities.

14. Complaints involving a potential personal data breach

If your complaint indicates that personal data may have been lost, disclosed, accessed, altered or otherwise processed unlawfully or without appropriate authorisation, Select ID will assess whether the matter constitutes a **personal data breach**.

Where appropriate, the matter will be escalated through Select ID's personal data breach and incident management procedures.

This may include assessing:

- the nature and scope of the breach;
 - the categories of personal data affected;
 - the number and categories of individuals affected;
 - the potential consequences for affected individuals;
 - the likelihood and severity of any resulting risk; and
 - whether notification to the Information Commissioner's Office or affected individuals is required.
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15. If you remain dissatisfied

Select ID aims to resolve data protection complaints directly and fairly.

If you remain dissatisfied following Select ID's response, you may raise your concern with the **Information Commissioner's Office (ICO)**.

The ICO is the UK's independent supervisory authority for data protection.

Individuals are generally expected to raise their concern with the organisation first and allow the organisation an opportunity to respond.

Information Commissioner's Office

Website: Information Commissioner's Office (ICO) <https://ico.org.uk/>

16. Select ID contact details

Data Protection / Privacy Team

Select ID Limited

Email: dataprotection@selectid.com

Postal address:

Data Protection
Select ID Limited
Dakota House
25 Falcon Court
Preston Farm Business Park
Stockton-on-Tees
TS18 3TX

Data Protection Officer / Responsible Person:

Nicholas Mothershaw

17. Select ID internal use only

Complaint reference:

Date received:

Received by:

Date acknowledged:

Complaint owner:

Data Protection Lead / DPO notified:

☐ Yes ☐ No ☐ N/A

Personal data breach assessment required:

☐ Yes ☐ No

Personal data breach identified:

☐ Yes ☐ No

Additional information requested:

☐ Yes ☐ No

Investigation completed:☐ Yes ☐ No**Outcome provided to complainant:**☐ Yes ☐ No**Date outcome provided:**

Outcome

- ☐ Complaint upheld
- ☐ Complaint partially upheld
- ☐ Complaint not upheld
- ☐ Unable to determine
- ☐ Other

Corrective action

- ☐ No corrective action required
- ☐ Corrective action completed
- ☐ Corrective action required – outstanding

Improvement

- ☐ Improvement Raised

Details:

ICO notification considered

- ☐ Yes
- ☐ No
- ☐ Not applicable

Lessons learned / process improvements

Date complaint closed:

Closed by:
