

## Data Protection Complaints Policy

### 1. Purpose and Scope

This Policy sets out how the Peninsula Group receives, manages, investigates and resolves complaints relating to its access to and use of data, and the exercise of data subject rights, in alignment with the Data (Use and Access) Act 2025 and applicable UK data protection law. It aims to provide a fair, transparent and accessible process.

### 2. How to submit a complaint

We provide a straightforward, accessible means of submitting a data protection complaint, via [gdpr@peninsula-uk.com](mailto:gdpr@peninsula-uk.com). While this is the most straightforward and efficient means of issuing your complaint you can, alternatively, submit a complaint via post at the following address:

FAO: GDPR  
The Peninsula  
Victoria Place  
Manchester  
M4 4FB

Any requests submitted by post will be deemed received on the date we physically receive and sign for it.

We may require additional information to investigate and handle your complaint, including ID, name, contact details, a clear description of the concern, relevant dates, any supporting evidence and preferred outcome. If acting through a representative, written authority will be required.

### 3. Complaint responses

We will acknowledge and respond to your complaint without undue delay and in any event within 30 calendar days of receipt. Should your complaint require more time to investigate prior to issuing a response, we will notify you of any anticipated delays in response.

We will take appropriate steps to investigate the issue, and our outcome will explain our findings and any actions taken as applicable.

### 4. Escalation

If you remain unsatisfied with our final response, you can contact the Information Commissioner's Office at:

Website: <https://ico.org.uk/make-a-complaint/>

Helpline: **0303 123 1113**

### 5. Record keeping

We will maintain a secure, internal audit log of all data protection complaints, including dates of receipt, acknowledgement, investigation steps, outcomes and any remedial actions taken as applicable.

**Version:** 1.0

**Effective date:** June 2026