



# **Locker**

# **Data Protection**

# **Complaint Handling**

# **Procedure**

Version 1.0



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## 1. Purpose and Scope

This procedure outlines how **Locker Technology Ltd** handles complaints related to the processing of personal data, in accordance with UK data protection law. It applies to all individuals who believe we have infringed their rights under the UK General Data Protection Regulation (UK GDPR) and/or the Data Protection Act 2018 (as amended).

## 2. How to Lodge a Complaint

If you have concerns about how we collect, use, store, or share your personal data, you can lodge a complaint in any of the following ways:

- **Online Form:** <https://locker.co.uk/>
- **Email:** [info@locker.co.uk](mailto:info@locker.co.uk)
- **Post:** Locker Technology Limited, Unit 434 Birch Park, Thorp Arch Estate, Wetherby, West Yorkshire, LS23 7FG
- **Telephone (optional):** 0113 804 2035

You do not need to use a specific format, but please include:

- Your full name and contact details
- A clear description of your complaint
- The data or processing activity involved (if known)
- Any evidence or relevant correspondence
- The outcome or remedy you are seeking (if applicable)

## 3. What Happens Next

Once your complaint is received:

- **Acknowledgement**

We will acknowledge your complaint **within 30 calendar days** of receipt.

- **Investigation**

We will review your complaint and may contact you for further information. The investigation will be handled by our **Data Protection Officer** or a designated privacy lead.

- **Response**

We aim to respond **without undue delay**, and in most cases, within **one calendar month** of receipt. If the matter is complex, we may extend this by up to two further months—but we will inform you and explain why.



## 4. Escalation: Your Rights

If you are not satisfied with our response, or you believe we have not handled your complaint appropriately, you have the right to escalate the matter to the **Information Commissioner's Office (ICO)**:

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

**Phone:** 0303 123 1113

**Post:**

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

However, under the **Data (Use and Access) Act 2025**, the ICO may require that you first submit your complaint to us before they investigate.

## 5. Record Keeping

All complaints and responses will be logged and retained for 6 years, in accordance with our privacy and compliance obligations.

## 6. Contact Us

If you have questions about this procedure or your data protection rights, please contact:

**Data Protection Officer**

**Email:** [info@locker.co.uk](mailto:info@locker.co.uk)

**Address:**

Locker Technology Limited,  
Unit 434 Birch Park,  
Thorp Arch Estate,  
Wetherby,  
West Yorkshire,  
LS23 7FG