



Promote Leisure Limited

Data Protection Complaints Procedure

Document Owner: Promote Leisure

Effective Date: 19 June 2026

Review Date: Annually

1. Purpose

Promote Leisure is committed to protecting the personal information we collect and process. We take all concerns regarding data protection seriously and aim to resolve complaints fairly, promptly and transparently.

This procedure explains how individuals can make a complaint about the way we collect, use, store or otherwise process their personal information.

2. What can you complain about?

You can raise a complaint if you believe we have not handled your personal information correctly. This may include concerns about:

- * How we have collected your personal information.
- * How we use or share your personal information.
- * The accuracy of your personal information.
- * How long we retain your information.
- * Our security measures.
- * Direct marketing communications.
- * Cookies or website tracking technologies.
- * How we have responded to a data protection request, such as a Subject Access Request.
- * Any other matter relating to your rights under UK data protection law.

3. How to make a complaint

You can contact us using any of the following methods:

Email: admin@promoteleisure.com

Post:

Promote Leisure Limited

Hampden House, Monument Park, Chalgrove, Oxfordshire. OX44 7RW

Please include:

- * Your full name.
- * Contact details.
- * A description of your complaint.
- * Any relevant dates or supporting information.
- * The outcome you would like us to consider.

4. What happens next?

Once we receive your complaint we will:

- * Acknowledge receipt within 30 calendar days.
- * Investigate the matter thoroughly and fairly.
- * Contact you if we need further information.
- * Keep you informed where our investigation is likely to take longer than expected.
- * Provide our decision and any actions we intend to take without undue delay.

Where appropriate we may:

- * Correct inaccurate personal information.
- * Update or delete personal information.
- * Restrict or stop certain processing activities.
- * Explain why our processing is lawful.
- * Improve our procedures to prevent similar issues arising.

5. If you remain dissatisfied

If you are unhappy with our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

You can find further information and details of how to make a complaint via the ICO website:

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

6. Confidentiality

All complaints will be handled confidentially and shared only with those involved in investigating and resolving the matter.

7. Record Keeping

Promote Leisure maintains a confidential record of all data protection complaints, including:

- * Date received.
- * Nature of the complaint.
- * Actions taken.
- * Outcome.
- * Date closed.

These records help us improve our services and demonstrate compliance with UK data protection legislation.

8. Review

This procedure will be reviewed at least annually or sooner if there are changes to data protection legislation or ICO guidance.