2-4 York Buildings Cornhill Bridgwater Somerset TA6 3BS



Tel: 01278 439494 Email: office@nexusifa.co.uk Web: www.nexusifa.co.uk

Data Protection Complaint Form

This form can be used to submit a complaint to us about how we have handled your personal data or your data rights. We take our obligations under Data Protection legislation very seriously and welcome the opportunity to make things right. When we refer to 'personal data' we mean information that contains your name or anything that can identify you or another living individual.

Before you lodge a complaint, please take a moment to read our *Privacy Notice* and our *Data Protection Complaints Procedure* which are both available on our website: www.nexusifa.co.uk/privacy.html

This form should not be used for general complaints where they are not related directly to Data Protection matters or to make subject access requests.

Collection of personal data

This form will collect your personal data, such as your name and contact details. This will be used to process your request. It will not be shared with any third parties, unless we have a legal or regulatory reason to do so. However, the investigation of your complaint may require disclosing your identity and the allegations you made to the person(s) concerned and against which you complained. You can find out more about how we process personal data and data rights in our *Privacy Notice*.

What is your complaint about?

1. Are you:	
(a) personally affected by the issue(s) at stake in your complaint	
(b) representing someone personally affected by the issue(s) at stake in your complaint	
(c) not personally concerned, but would like to draw our attention to an alleged violation of data protection rules acting as an informant or whistle-blower?	
	Please tick one
2. Please describe your complaint and specify which personal data protection rule(s) you believe have been infringed.	
Please keep your complaint concise. In exceptional cases, where a complaint needs to be longer than the space allocated in the form, state that you are attaching a separate written summary above and submit the summary with this form.	

3. Please explain what you would like us to do in order to remedy the alleged violation.		
4. When did you become aware of the alleged violation?		
Please note that we will not investigate complaints relating to facts that you learned about more than two years ago5. If you have supporting documents to substantiate your claim, please state what they are below and how they relate to your complaint. You should then attach copies of those documents with the form.		
Contact information		
Name		
- Trume		
Address		
Address		
Postcode		
Email Address		
Please save the completed form before printing & posting or emailing it to us together with any attachments.		
To send your complaint by post address it to: Data Protection Representative, Nexus, 2-4 York Buildings, Cornhill, Bridgwater, TA6 3BS		
To send your complaint by either email or a secure document transfer platform such as WeTransfer (https://www.wetransfer.com) please address to: datacontroller@nexusifa.co.uk		
Once we have received your complaint the investigation will be carried out normally within 20 working days. The outcome will be communicated to the complainant in writing, normally by email. Please see our Data Protection Complaints Procedure for further information.		