

Data Protection Complaints Policy

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PURPOSE

This policy sets out how Eurofins Forensic Services manages complaints relating to the use of personal data, ensuring compliance with the Data (Use and Access) Act 2025, UK GDPR, and Data Protection Act 2018.

From 19 June 2026, individuals have a statutory right to raise complaints directly with organisations before escalating to the ICO.

SCOPE

This policy applies to:

- All personal data processed by Eurofins Forensic Services
- All employees, contractors, and third parties handling personal data
- Any individual who wishes to raise a data protection complaint

Eurofins Forensic Services processes personal data both:

- As a data controller, where we determine how and why personal data is used; and
- As a data processor, where we act on behalf of another organisation (the controller).

Where we act as a processor:

- We will promptly escalate complaints to the relevant controller where appropriate
- We will support the controller in investigating and resolving the complaint

- We remain responsible for ensuring our processing complies with contractual and legal obligations

RESPONSIBILITIES

It is the responsibility of all employees to read and understand this policy document.

All employees are resultantly responsible for recognising and forwarding any such requests to the Data Protection Officer (DPO) email and assisting in the provision of information when requested.

The DPO and Managing Director are ultimately responsible for ensuring compliance with the relevant legislation.

In line with DUAA requirements, we will:

- Provide a clear mechanism to make complaints
- Acknowledge complaints within 30 days
- Investigate and respond without undue delay
- Keep individuals informed during the process
- Provide the outcome without undue delay

LEGISLATION

See EFS-ISMS-3996 Applicable Security Legislation.

WHAT IS A DATA PROTECTION COMPLAINT?

A data protection complaint is any expression of dissatisfaction where an individual believes their personal data has been mishandled or their rights infringed.

Examples include:

- Delays or issues with subject access requests
- Data breaches or security concerns
- Incorrect, excessive, or retained data
- Unlawful sharing or use of personal data

MAKING A COMPLAINT

Complaints can be made via:

- Email: dpo@forensicsuk.eurofins.com
- Phone: 0844 2641 999
- Post: Data Protection Officer, Eurofins Forensic Services, Sir Alec Jeffreys Building, Peel Avenue, Calder Park, Wakefield, WF2 7UA

A complaint can be submitted by using the form in Appendix 1.

Complaints may also be received through any channel (including verbal or informal routes) and must still be recognised and handled.

Complaints relating to the Data Protection Officer's handling of personal data will be transferred to the Eurofins Legal team at dataprotection@sc.eurofinseu.com for independent assessment.

COMPLAINT HANDLING PROCESS

Receipt and Logging:

- Record the complaint within internal incident management system
- Capture:
 - Date received
 - Complainant details
 - Nature of complaint
 - Relevant systems/data involved

Acknowledgement:

- Acknowledge the complaint within 30 days of receiving it
- Take reasonable steps to verify the identity of the person making the complaint
- Provide expected next steps including a due date for the outcome

Investigation:

- Review the complaint
- Locate and review the records held
- Engage relevant departments
- Assess compliance against legal obligations
- Keep the complainant updated on the progress at appropriate times

Outcome:

- Provide a clear, reasoned outcome including:
 - Findings
 - Actions taken (if any)
 - Remedies or improvements

ESCALATION

If the complainant remains dissatisfied, they can escalate the matter to the:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Phone: 0303 123 1113

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

RELATED DOCUMENTATION

EFS-DIV-2310 EFS Data Privacy Policy

EFS-DIV-2311 EFS Data Privacy Declaration

EFS-DIV-2316 Applicant Privacy Notice
EFS-DIV-2317 Employee Privacy Notice
EFS-DIV-2318 HR Privacy and Retention GDPR Policy

REVIEW

We keep this privacy notice under regular review and update it if any of the information in it changes. The latest version will always be available on the Quality Management System or upon request.

Last reviewed and updated on 14/05/2026.

Appendix 1

Data Protection Complaint Form

This form is intended to help you to submit a data protection complaint in a way that will enable us to investigate and deal with it as quickly as possible. The form is entirely optional and, if you prefer, you can simply write to us or email us with your complaint.

1. About you

This section should be completed in relation to **the person who is making the complaint**, even if the complaint relates to someone else.

Your name	<i>[Details to be inserted here]</i>
Your contact details	<i>[Details to be inserted here]</i>
Your identity information <i>For security reasons, we cannot respond to a complaint unless we have confirmed your identity. Please provide at least one form of identification that states your full name.</i>	<i>[Please attach or upload your identity document/s with this form when returning it to us.]</i>

2. Whose personal data does the complaint relate to?

Please provide the following information.

Who are you complaining on behalf of?	<input type="checkbox"/> I am complaining on my own behalf—you can skip the rest of this section and move to section Error! Reference source not found. <input type="checkbox"/> I am complaining on behalf of someone else—please complete the rest of this section and then move to section Error! Reference source not found.
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If you are complaining on behalf of someone else, please provide the following information **about the person on whose behalf you are making this complaint**. We will need this information before we can deal with the complaint.

Full name	<i>[Details to be inserted here]</i>
Contact details	<i>[Details to be inserted here]</i>
Date of birth (if under 18)	<i>[Details to be inserted here]</i>
Identity information <i>For security reasons, we cannot respond to your request until we also receive satisfactory confirmation of the identity of</i>	<i>[Please attach or upload their identity document/s with this form when returning it to us.]</i>

<i>the person on whose behalf you are making this complaint. Please provide at least one form of identification that states their full name.</i>	
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Please also provide a copy of your legal authority to make this complaint. This might be a signed letter of authority from the person on whose behalf you are making this complaint, a power of attorney, or confirmation that you are their legal representative.

3. Details of the complaint

Please complete this section with details of the complaint. You may wish to attach additional information or documentation.

<p>What is your complaint about?</p>
<p>Please tick all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> No response to a data subject request <input type="checkbox"/> Incomplete response to a data subject access request, i.e. some of the personal data or information requested is missing <input type="checkbox"/> Personal data security breach <input type="checkbox"/> Inaccurate personal data <input type="checkbox"/> Inappropriate sharing of personal data with a third party <input type="checkbox"/> Direct marketing activities <input type="checkbox"/> Keeping personal data for longer than necessary <input type="checkbox"/> Using personal data for a different reason than we originally told you <input type="checkbox"/> Exceeding the scope of your consent <input type="checkbox"/> Other
<p>Please provide more details here, including any relevant dates.</p>
<p>Proposed remedy (optional)</p> <p>This section is optional, but if you know what you would like us to do in response to your complaint, please tell us here.</p>

4. Any other information

Other information (optional)
Please use this section to provide any other information you think is relevant but is not covered elsewhere on this complaints form.

5. Returning this form

You can send this form to us by email or post:

Our email address	dpo@forensicsuk.eurofins.com
Our postal address	Data Protection Officer, Eurofins Forensic Services, Sir Alec Jeffreys Building, Peel Avenue, Calder Park, Wakefield, WF2 7UA

You can also use these contact details if you have any queries about this form or wish to submit a complaint without using this form.