



UK Data Protection Complaints Policy

How to make a complaint

If you have a concern about how we handle your personal data or your data protection rights, you can submit a complaint using one of the following methods:

- Complete our online complaint form (recommended)
- Email us at: ColumbusPrivacyUK@columbusglobal.com
- Request an alternative method if you require accessibility support using the email address above

We aim to make our complaints process accessible to all individuals.

Please note: Where a complaint concerns the processing of a Columbus employee's personal data, it may overlap with HR processes such as grievances, subject access requests (SARs), disciplinary matters, or sickness-absence management. In those cases this process operates alongside, and does not replace, the relevant HR procedure, and the complaint will be handled in co-ordination with the People team.

If you make a complaint

- You will receive an acknowledgement of your complaint within 30 days
- You will receive a response/outcome to your complaint without undue delay.

Who will have access to your complaint

Only those who need to have access to your complaint in order that it can be investigated and resolved will have access to it.

The HR team maintain the Complaints Register, so will also have access to the details of the complaint.

Complaints will only be retained for as long as necessary and in accordance with our Retention Policy.

If you are unhappy with the outcome of your complaint

- You can escalate your complaint to the Information Commissioner's Office

[Information Commissioner's Office](#)