

## DATA PROTECTION COMPLAINTS POLICY

### Make a Data Protection Complaint

The Data (Use and Access) Act 2025 (DUAA) amends, but does not replace, the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA) and the Privacy and Electronic Communications Regulations (PECR). Section 103 of the DUAA requires us to take steps to enable data subjects to make complaints about how we handle their personal information.

Data subjects must now first raise their complaint with us, before escalating it to the Information Commissioner's Office (ICO).

We want to ensure any complaints are dealt with efficiently and quickly.

You have the right to complain to us if you think we have not handled personal information responsibly and in line with good practice, such as where you:

- are unhappy with your response to a subject access request (SAR), or other rights request,
- have been impacted by a data breach by the us,
- are unhappy about the way we have used your personal information (for example where we store it, how long we have kept it for, or its accuracy).

This service should only be used if you have a complaint about how we have dealt with your personal data.

### How to make a data protection complaint

You'll need to provide the following information when making a complaint about the handling of your personal data:

- your name
- your address (email or physical address where you wish to receive your response)
- details of the issue you wish to complain about.

### Submit your complaint

You can make a complaint in one of the following ways.

#### Online form

You can complete our [online form](#) to submit a complaint online.



Scan to access form.

## Email

You can email us at [dataprotection@powerlines-group.com](mailto:dataprotection@powerlines-group.com)

## In writing

The Data Protection Officer  
SPL Powerlines UK Ltd  
Unit 4 Potteric Carr Industrial Estate  
Potteric Carr Road  
Doncaster  
DN4 5NP

## Time Period

In line with ICO guidance the Commission will:

- acknowledge receipt of complaints within 30 days of receiving them
- without undue delay, take appropriate steps to respond to complaints, including making appropriate enquiries, and will keep you informed
- without undue delay, tell you the outcome of your complaint.

## What if I am unhappy with your reply?

The ICO is responsible for making sure that organisations behave in accordance with the Data Protection Act.

If you are not happy with our reply, you can complain directly to the [ICO](#) (opens in new tab). The ICO will investigate your complaint further.

Signed by:  
  
A839EA948F154CA...

**Martin Hawley**  
Managing Director

Signed by:  
  
A839EA948F154CA...

**Guenter Kielmayer**  
Managing Director