

Data protection complaints

How to raise a concern about your personal information

Effective date: 23rd th June 2026

If you're unhappy with how we've handled your personal information, we want to hear from you. We take every concern seriously and we'll do our best to put things right.

This notice explains what counts as a data protection complaint, how to raise one, what happens next, and what you can do if you're not satisfied with our response.

What is a data protection complaint?

A data protection complaint is when you believe we haven't handled your personal information in the way the law requires. For example, you might want to complain if:

- We collected or used your information without a proper reason to do so
- We didn't respond properly when you asked to see, correct, or delete your information
- We shared your information with someone we shouldn't have
- We kept your information for longer than necessary
- You experienced a data breach that affected your personal information
- You're concerned about the accuracy of information we hold about you
- We didn't handle your information securely

How to raise a complaint

You can contact us in any of the following ways. Please use whichever is easiest for you.

Email

katie@freedomvs.co.uk

Post

Katie King
12 Monks Ave
Barnet
Herts
EN5 1DB

What to include in your complaint

It helps if you can tell us:

- Your name and contact details
- What happened and when (as best you can remember)
- How this has affected you
- What outcome you're looking for

Don't worry if you don't have all of this to hand — we'll work with you to understand what happened.

What happens after you complain

Step 1 — We acknowledge your complaint (within 30 days)

We'll confirm we've received your complaint within 30 calendar days. This acknowledgement will include the name of the person handling your complaint and what you can expect to happen next.

Step 2 — We investigate

We'll look into what happened without unnecessary delay. The depth of our investigation will depend on the nature and complexity of your complaint. We'll keep you informed of progress along the way and let you know if we need more time.

Step 3 — We give you our response

We aim to provide a full response within three months of receiving your complaint. More complex cases may take longer, but we'll always keep you updated. Our response will be written in plain English and will explain:

- What we found
- What action we've taken (if any)
- Your right to take the matter further if you're not happy with our response

Complaints about data we handle on behalf of our clients

As a data protection consultant, we sometimes handle personal information on behalf of our clients as part of the services we provide. In those situations, we act as a data processor — meaning we follow our client's instructions when using that information, rather than deciding how it's used ourselves.

If your complaint relates to personal information that one of our clients is responsible for, the right place to raise it is directly with that client. They are the data controller for that information and are responsible for making decisions about how it's used.

You can find the data controller's contact details in their own privacy notice. If you're not sure who to contact or which organisation is responsible for your information, please get in touch with us and we'll point you in the right direction.

When we are the data controller

We are the data controller for the personal information we hold about our own clients, contacts, and website visitors. This includes information such as names, contact details, and records of our working relationship. Complaints about how we handle this information are covered by this notice in full.

When we act as a data processor

When working on client projects, we may access or process personal information belonging to our clients' customers, employees, or other individuals. In these cases:

- Our client decides how and why that information is used — they are the data controller
- We act on their instructions and in line with our data processing agreement with them

- Any complaint about that information should be directed to our client in the first instance
- If a complaint is sent to us in error, we will let you know promptly and direct you to the right organisation

We are committed to handling any misdirected complaints with the same care and professionalism that we apply to all aspects of our work. We will never leave you without a clear next step.

If you're not happy with our response

If you feel we haven't resolved your complaint to your satisfaction, you have the right to take it to the UK's independent data protection regulator — the Information Commissioner's Office (ICO).

Under the Data (Use and Access) Act 2025, we ask that you give us the opportunity to respond before contacting the ICO. This is now a formal part of the complaints process — the ICO will typically expect to see that you raised your complaint with us first.

You can contact the ICO in the following ways:

- **Website:** <https://ico.org.uk/make-a-complaint/>
- **Helpline:** 0303 123 1113
- **Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

About us

Freedom Virtual Solutions is a UK-based Virtual Assistance business. As a data controller, we hold and process personal information in line with UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as updated by the Data (Use and Access) Act 2025.

We are registered with the ICO as a data controller. Our ICO registration number is: ZC172611

Contact us

If you have any questions about this notice or how we handle personal information more generally, please get in touch.

Email: katie@freedomvs.co.uk

Website: www.freedomvs.co.uk

This notice was last updated on 23rd June 2026. We review it regularly and update it whenever our processes change or the law requires it.

This notice covers complaints about personal information only. It does not cover complaints about the quality of our consultancy services.