

Data protection complaints Policy

Raising a concern about your personal information

EFFECTIVE FROM 02 MAY 2026

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.

Ways and Means PA Services is registered with the Information Commissioners Office (ICO) with registration number: **ZB736710**

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

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

If you have a complaint relating to data protection, please email company owner Karen Draper at: karen@waysandmeanspaservices.com as your first step, allowing us to investigate and reply with a full response before contacting the ICO (which you can do following our response if you feel this does not appropriately address your complaint).

Under the Data (Use and Access) Act 2025, as noted above, 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.

Please include in your complaint

- 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

Next steps after you have submitted your complaint

Step 1 — Acknowledgement (within 30 days)

You will receive confirmation of the following within 30 calendar days:

- That we have received your complaint
- Who will be handling your complaint and will be communicating with you
- What you can expect to happen next

Step 2 — We investigate

We will look into what happened straight away and we will keep you informed along the way. Depending on the complexity of your complaint, we will let you know if we need more time to complete our investigation.

Step 3 — We give you our response (within 3 months)

We will strive to provide you with a full response to your complain within 3 months of you submitting this. Noting we may need more time for any particularly complicated cases.

We will always be clear in our response and it will include the following:

- Our Findings
- Actions taken (if any)
- Your rights to take the matter further if you're not happy with our response/

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).

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

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

Company number: 14991628

VAT Number: GB 513 0505 44

Registered Address:

23 Mulberry Road,
Cranbrook,
Exeter, Devon,
EX5 7FS



WAYS & MEANS

PA services

The backbone of your business

- 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.

Get in contact:

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

Email: Karen@waysandmeanspaservices.com

Or

Website: <https://www.waysmeansservices.com/contact-1>

This notice was last updated on 02 May 2026 and is reviewed regularly to ensure any updates are made whenever our processes change or the law requires it.

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