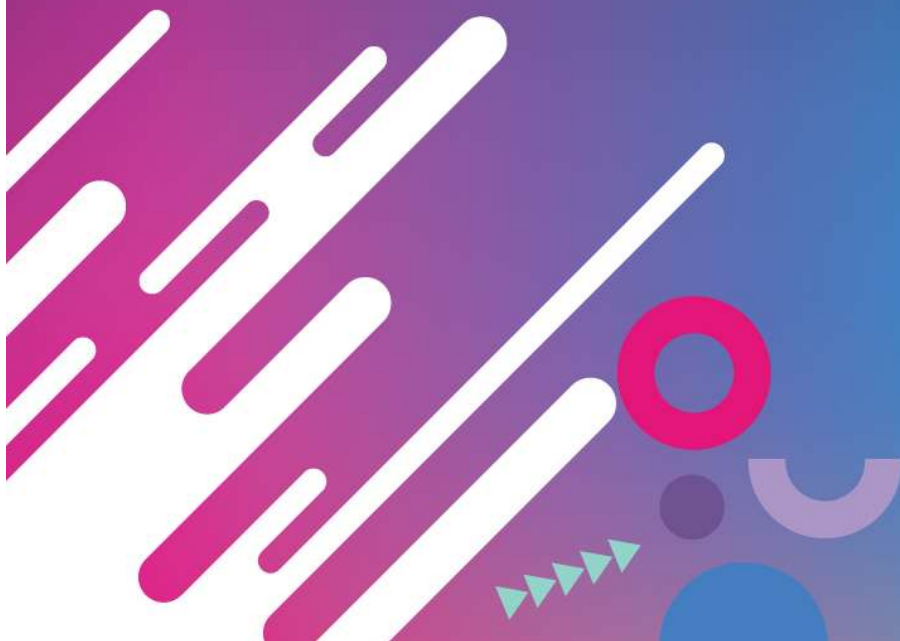


Data Protection Complaints Policy and Process

07 August 2026





Purpose

This policy outlines how individuals can raise concerns about the way Hammer Distribution Ltd handles their personal data, and how those concerns will be addressed in line with the Data (Use and Access) Act 2025 (DUAA) and the UK General Data Protection Regulation (UK GDPR). This Policy and Procedure explain how individuals can raise concerns about the way their personal data has been handled and how those concerns will be managed, investigated, and resolved.

Scope

This policy applies to any data subject whose personal data we are processing. This will include:

- Staff
- Third parties

Complaints may relate to:

- Inaccurate or outdated personal data
- Unlawful data sharing
- Failure to respond to a Subject Access Request (SAR) or concern about full compliance with a SAR
- Excessive data retention
- Inappropriate use of profiling or artificial intelligence
- Any breach of data protection rights.

How to Make a Complaint

Complaints can be submitted via:

- Email: compliance@hammerdistribution.com
- Post: Vision 27, 1 Stewart Road, Basingstoke, Hampshire, RG24 8NF.

We require the complainants:

- Full name
- Contact details
- Description of their concerns
- Any supporting evidence

If the complaint is unclear, we will ask for further information so that we can investigate appropriately. If the complaint is made on behalf of someone else, e.g. a solicitor on behalf of a client, proof of authority to act must be provided.

Identity Verification

To protect personal data, we may request ID verification before investigating a complaint. Acceptable forms include:

- Passport or driving license (for individuals)
- Written consent (for representatives)



Acknowledgement and Response Time

Upon receipt of a complaint, Hammer Distribution Ltd will:

1. Record the complaint securely.
2. Assess the nature and scope of the issue raised.
3. Acknowledge receipt of the complaint within 30 calendar days.
4. Investigate the concerns raised.
5. Request any further information required to support the investigation.
6. Consult relevant business functions, including the Legal & Compliance Manager where appropriate.
7. Keep the complainant informed of progress where necessary.
8. Provide a written outcome and details of any remedial actions identified.

Hammer Distribution Ltd will:

- Acknowledge complaints within 30 calendar days of receipt.
- Provide a full response without undue delay and typically within 60 calendar days.
- Notify the complainant where additional time is required due to the complexity of the matter and provide updates regarding progress.

Investigation Outcomes

Following investigation, the complainant will be informed of:

- The findings of the investigation
- Any corrective or remedial actions taken
- Any limitations affecting the investigation or outcome
- The right to escalate the complaint if dissatisfied.

Escalation

If a complainant remains dissatisfied with the outcome of the investigation or believes their complaint has not been handled appropriately, they have the right to raise their concerns with the Information Commissioner's Office (ICO).

- Website: <https://ico.org.uk>
- Email: icocasework@ico.org.uk
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Telephone: 0303 123 1113.

Record Keeping

All complaints and outcomes will be logged securely and retained in line with the business' existing retention schedule for complaints. This is to comply with the Accountability principle of the UK GDPR.

Review

This procedure will be reviewed annually or upon significant legislative change.