

 Please contact us if you'd like this document in an alternative format.

DATA PROTECTION COMPLAINT FORM

Use this form, if you wish to raise a concern or complaint about how we have collected, used, stored, shared or otherwise processed your personal data, or how we have handled your data protection rights.

Examples may include concerns about:

- Access to your personal data
- Accuracy of your personal data. How your data has been used or shared
- Marketing preferences or consent
- Data retention
- A delay or dissatisfaction in responding to a data protection request
- Any other concern relating to your personal data.

This form is specifically for data protection concerns only.

You can download and complete this form, then submit it to us by email at dataprotection@wearejust.co.uk, or by post using the address provided below.

SECTION 1. YOUR DETAILS

Full Name

Email address

Contact Number (optional)

Postal address

Country of Residence

Are you submitting on behalf of someone else? Yes No

If yes, we would ask that you provide us with proof of your authority to act on their behalf.

SECTION 2. IDENTITY VERIFICATION

To protect your personal data, and help us locate your records, we may need to verify your identity before progressing your complaint.

Please provide information that will help us identify you such as:

Policy Number

The telephone number associated with your policy (if applicable)

Your D.O.B.

Your postcode

In some circumstances, we may ask for additional documentation (such as proof of identity) where this is necessary to protect personal data.

SECTION 3. YOUR RELATIONSHIP TO US

Customer

Former Customer

Employee

Former Employee

Website Visitor

Other, please provide more details:

SECTION 4. NATURE OF COMPLAINT

Please describe your complaint in as much detail as possible:

We would ask that you include:

- What happened
- When it happened
- Which data is involved
- Who was involved (if applicable/known?)

Have you previously contacted us about this issue? Yes No

If yes, please provide reference number

SECTION 5. WHAT IS YOUR PREFERRED COMMUNICATION CHANNEL?

Email

Post

Other

SECTION 6. DECLARATION

How we'll use your information:

We will use the personal data you provide in this form to review and respond to your data protection complaint. This may include sharing information internally with relevant teams responsible for investigating and resolving your concern.

For full details on how we process your data, including our lawful basis, retention periods, and your rights, please see our Privacy Notice which can be found on our website.

Please confirm the following:

I confirm that the information provided is accurate and to the best of my knowledge.

Date:

If sending by post, please send this form plus any other documents to:

The Data Protection Officer

Just Group

Enterprise House

Bancroft Road

Reigate

Surrey

RH2 7RP

United Kingdom

FOR MORE INFORMATION

Call: **01737 233 297** Email: **support@wearejust.co.uk** Or visit: **wearejust.co.uk**

Lines are open Monday to Friday, 8.30am to 5.30pm

Please note your call may be monitored and recorded and call charges may apply.