

Data Protection Complaints Procedure

Your personal information matters to me. If you ever feel that I have not handled your information appropriately, I want to know about it. This document explains what to do and what you can expect from me.

Step 1 — Raise It with Me Directly

If you have a concern about how I have collected, stored, used, or shared your personal information, please contact me in the first instance. I would always ask that you come to me first so that I have the opportunity to understand and address the concern.

You can raise a concern by emailing me, speaking to me directly in a session or by telephone.

Please describe your concern as clearly as you can, including what information is involved and what you believe may have gone wrong.

Step 2 — What Happens Next

- ✓ I will acknowledge your complaint within 30 days of receiving it.
- ✓ I will investigate the concern carefully and thoroughly.
- ✓ I will provide you with a full written response without undue delay.
- ✓ I will keep a confidential record of all complaints and how they are resolved.

In my response I will explain what I found, what (if anything) went wrong, and what steps I am taking or have taken to put things right. If I need any further information from you in order to investigate, I will let you know as soon as possible.

Step 3 — If You Remain Unhappy

If you are not satisfied with my response, you have the right to escalate your complaint to the Information Commissioner's Office (ICO), which is the UK's independent data protection authority.

The ICO can be contacted as follows:

- ❖ Website: ico.org.uk (you can submit a complaint online)
- ❖ Telephone: 0303 123 1113
- ❖ Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Please note that the ICO will generally expect you to have raised your concern with me first before they investigate.

Your Other Rights

Alongside the right to complain, you also have the following rights under UK data protection law:

- ❖ The right to access a copy of the personal information I hold about you
- ❖ The right to have inaccurate information corrected
- ❖ The right to request deletion of your information (subject to my professional and legal obligations)
- ❖ The right to restrict how I use your information in certain circumstances

To exercise any of these rights, please contact me using the details above. Please refer to my Privacy Notice for full details.

A Note on Confidentiality

Any complaint you raise will be handled with care and in confidence. Raising a data protection concern will have no bearing whatsoever on the therapeutic support I provide to you.

Changes to this Notice

I may update this Data Protection Complaint Procedure from time to time. If I make any significant changes, I will let you know. The current version will always be available on request.

Emma Hooper

This notice was last updated: August 2026