

DMC Data Protection Complaints Policy

Process

For complainants that have a question about data protection or if they are unhappy about the way their personal data has been handled by the DMC, they can get in touch by phone on 020 7291 3350, email dm@dmcommission.com or in writing to DMC, 1st Floor, Rapier House, 40-46 Lamb's Conduit Street, London WC1N 3LJ.

The DMC will acknowledge the complaint within 5 working days and send the complainant a full response within 20 working days. If the DMC cannot respond fully in this time, it will write and let the complainant know why and tell them when to expect a full response. The DMC's response will include a clear explanation of what has been done to resolve the complaint, any actions taken and enough information to help the complainant understand how the DMC has reached its conclusion.

The DMC will keep evidence of its approach to each complaint and keep a record of the date the complaint was received, the DMC's acknowledgement, any relevant conversations and documents, the outcome and any actions taken as a result of the investigation.

Complaints to the Information Commissioner

If a complainant is dissatisfied with the way the DMC has handled the complaint or request, then they may write to the Information Commissioner, who is the independent data protection regulator. Any complaint to the Information Commissioner is without prejudice to the complainant's right to seek redress through the courts.

The Information Commissioner can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Tel: 0303 123 1113; Website: www.ico.org.uk.

The DMC is registered with the ICO number ZB535875.