

## Data protection complaints policy

This policy outlines how you raise a complaint about the way in which your personal data has been handled, and how we will manage your complaint in accordance with the Data Protection Act 2018, UK GDPR and The Data Use and Access Act 2025.

1. The procedure outlined in this policy applies to all individuals whose personal data we process, (collectively known as Data Subjects) and applies to all processing activities involving your personal data.

2. If you believe we have mishandled your personal data, failed to uphold your data protection rights, or not responded appropriately to a data protection request, you may submit a complaint using one of the following methods:

2.1 Write to us at:

Reed Specialist Recruitment Limited

The Data Protection Team

Academy Court

94 Chancery Lane

London

WC2A 1DT

2.2 Email us at [compliance.escalations@reed.com](mailto:compliance.escalations@reed.com)

3. To help us investigate your complaint quickly and thoroughly, please include your full name, contact information, reference number (if applicable) and a description of the complaint.

4. Once we have received your complaint, we will write to you with an acknowledgment within 30 days and respond to the complaint without undue delay. This will enable us to carry out a thorough review of your complaint, undertake a full investigation and provide you with a detailed response.

5. If you remain dissatisfied with our handling of your complaint, you may contact directly the Information Commissioner's Office (ICO) to ask them to consider the complaint further. Their contact details are:

The Information Commissioner's Office Wycliffe House, Water Lane Wilmslow, Cheshire. SK9 5AF. Tel: 0303 123 1113. Website: <https://ico.org.uk>

You can make a complaint through their website.

The ICO will expect that you have allowed us to consider and respond to your complaint in the first instance.