

Data Protection Complaints Procedure

Effective: September 2026

1. Purpose

Denise Hayden-Hawkins is committed to handling personal information responsibly and in accordance with applicable UK data protection law.

This procedure explains how concerns or complaints about the collection, use, storage, sharing, security or other handling of personal information will be managed.

It should be read alongside the Privacy Policy / Privacy Notice available at denisehh.com.

2. How to Make a Complaint

This procedure covers complaints about how your personal information has been handled. If you wish to access, correct, export or delete your personal information, or otherwise exercise a data protection right, please see the Data Protection Rights section of my Privacy Policy. Rights requests of that kind are handled separately from complaints and are not subject to the complaint acknowledgement timescale set out below.

If you have a concern about how your personal information has been handled, please contact:

Denise Hayden-Hawkins

Email: denise.inneralign@gmail.com

Website: denisehh.com

Please provide enough information to enable the concern to be understood and investigated. This may include:

- your name and contact details;
- a description of your concern;
- relevant dates or communications;
- details of the personal information involved; and
- what you would like to happen as a result of your complaint.

You do not need to use a particular form to make a complaint.

If you are making a complaint on behalf of another person, I may ask you to provide appropriate evidence that you have authority to act on their behalf.

3. Acknowledging Your Complaint

Your complaint will be acknowledged within **30 days of receipt**.

Where reasonably possible, complaints will be acknowledged sooner.

If further information is needed to understand or investigate your complaint, you may be contacted for clarification.

Where necessary, reasonable steps may also be taken to verify your identity before information about your personal data is disclosed.

4. Investigation

Your complaint will be considered fairly and appropriately.

Depending on the nature of the complaint, the investigation may include:

- reviewing the personal information held about you;
- reviewing relevant communications and records;
- considering how and why the information was collected or used;
- checking applicable privacy notices, consent records or contractual arrangements;
- reviewing relevant systems and security arrangements; and
- contacting a relevant data processor or service provider where necessary.

Where the complaint concerns information processed through the website, CRM, forms, funnels or course area, technical assistance may be requested from Coach Foundation, which acts as a data processor in relation to those services.

5. Keeping You Informed

You will be kept appropriately informed about the progress of the complaint where the investigation cannot be completed promptly.

If there is a significant delay, you will be told the reason where appropriate and given an indication of when a response is expected.

6. Outcome

Once the investigation has been completed, you will be informed of the outcome without undue or unjustifiable delay.

The response may explain:

- what was investigated;
- what was found;
- whether any action has been taken or is proposed;
- whether personal information has been corrected, deleted or otherwise dealt with where appropriate; and

- any further steps available to you.

Where a complaint identifies an issue with how personal information has been handled, reasonable steps will be taken to correct the issue and, where appropriate, reduce the likelihood of it happening again.

7. Complaining to the Information Commissioner's Office

You have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

You do not have to complete this complaints procedure before contacting the ICO.

Information about making a data protection complaint is available from the ICO.

8. Records of Complaints

Appropriate records of data protection complaints and their outcomes will be maintained where necessary.

Records may include:

- the date the complaint was received;
- the nature of the complaint;
- relevant correspondence;
- steps taken to investigate;
- the outcome;
- any corrective action taken; and
- the date the matter was concluded.

Complaint records will be kept securely and only for as long as reasonably necessary, taking account of legal, regulatory and business requirements.

9. Confidentiality

Information relating to a data protection complaint will be handled confidentially and shared only where reasonably necessary to investigate or resolve the matter, obtain professional advice, comply with legal obligations or protect legal rights.

10. Review of This Procedure

This procedure may be reviewed and updated to reflect changes in the business, technology, service providers or applicable data protection requirements.

The latest version will apply from the date stated on the document.

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