

How to complain about how Pantaenius UK Ltd has handled your personal data:

If you are unhappy with the way we have handled your personal data, please use this form to tell us about your complaint. If you make a data protection complaint, you will be asked to provide us with some personal information about yourself, such as your name and email address. This is primarily to help us to respond to your complaint and to allow us to identify you if you contact us again. We will also record any other personal information about you and others that you may provide to us as part of your complaint. When we receive your complaint, we may share your data with relevant teams and individuals as needed, for investigation.

To find out more about how and why we use personal information and who to contact if you have any queries about this, please see our privacy notice [Privacy Policy | Pantaenius](#) if you require a copy of this, please let us know and we will provide that to you directly and free of charge.

We will acknowledge your complaint within 30 calendar days of receipt. Where the complaint is complex, unclear and/or multiple issues have been raised, we may ask you to agree the scope of the complaint. Please note, complex complaints may take longer to investigate.

Please complete all the boxes below (those marked with an asterisk are mandatory):

First Name(s), Middle Names(s) and Surname: *	
Title: *	
Address: *	
Postcode: *	
Email Address: *	
Do you want to authorise another person to act on your behalf? If so, please provide their name and contact details, including email address: (Please note - you can change this at any point by contacting us).	

Your circumstances:

Have you made a complaint to us before? If yes, please provide further details regarding who you have been in contact with.	
Do you have a disability or any practical needs where we could help by making adjustments, for example using large print, or a different language?	

About your complaint:

Today's date: *	
Date when the issue giving rise to your data protection complaint arose: *	
Date when you first became aware of the circumstances giving rise to your data protection complaint: *	
Please tell us about your data protection complaint and what has happened: *	
Please tell us what you think we have done wrong regarding the handling of your personal data: *	
How do you want us to put things right? *	

Where to send this form:

Please email this form to complaints@pantaenius.co.uk

Alternatively, if you wish to send the form by post, please send the form to us as follows:

The Compliance Officer
Pantaenius UK Ltd
Marine Building
1 Queen Anne Place
Plymouth
PL4 0FB