

Personal Data Protection Complaints Procedure

Policy on Personal Data Protection

Lineal Software Solutions Ltd., (“Lineal”) is committed to managing your personal data in compliance with the Data Protection Act 1998. This document sets out the procedure through which Lineal manages complaints on personal data protection.

For more information on how Lineal collects, uses, accesses, stores, transfers and handles your personal data, please see our Personal Data Protection Policy on our website.

Types of complaints

All complaints about how Lineal manages personal data will be dealt with in accordance with the procedure set out below. Some examples of complaints that might be raised include:

- Unlawful processing of Personal Data
- Misuse of Personal Data
- Unauthorised access to Personal Data
- Loss of Personal Data

Rights under the Data Protection Act

Under the Data Protection Act, your personal data can only be collected, used or disclosed for specific purposes with your consent. In addition, you are entitled to know what data is held about you and how the information is being used; and where personal data is recorded incorrectly or not up-to-date, to have such personal data rectified.

For access, correction and withdrawal of consent requests please use the relevant forms set out in Lineal’s Data Protection Policy.

What to do if you have a complaint

If you have any concerns or problems with the way your personal data has been handled, please contact Lineal’s Data Protection Officer at dpo@lineal.co.uk. To assist us in dealing with your complaint, please provide the following:

- a) Full name of the person lodging the complaint
- b) Contact details
- c) How the Personal Data was collected, if known
- d) Details of the complaint
- e) Timeframe over which the suspected wrongdoing occurred
- f) Documentary evidence in support of the complaint.

Complaints procedure

Upon receiving your complaint, Lineal’s Data Protection Officer will confirm that your complaint will be investigated and provide you with an estimate of how long you should expect to wait to receive a full response.

While Lineal endeavours to respond as promptly as possible, response times will vary depending on the nature of the complaint. The Data Protection Officer will liaise with the relevant departments to investigate your complaint. You will be notified of the investigation outcome in writing within reasonable time and any action(s) taken if your complaint has been upheld, or your right of appeal where your complaint has been rejected.

[Appeals process](#)

If you feel that your complaint has not been resolved satisfactorily by Lineal's Data Protection Officer, you may appeal to the members of Lineal's Board of Directors within fourteen (14) days of receipt of the written notice of the Data Protection Officer informing you of the outcome of the investigations into your complaint.

You may refer your complaint to the ICO at any time if you are not satisfied.

Date of next review: 31st March 2018