

# Complainant - Privacy Notice

## What information do we ask to you to provide and what do we do with it?

Your personal data is given voluntarily by you to us. You may provide us with your full name, home address, email address and phone number.

If your data is provided by a third party then they are a Data Controller and we assume that you have given them your consent to process your personal data and special category personal data.

By giving us your personal data or by giving your consent to a third party to act on your behalf you are consenting to us processing it for the purposes stated in this Privacy Notice.

Information that you may volunteer	We use it to
Your full name	<ul style="list-style-type: none"><li>Identify you and personalise any correspondence that we send to you</li><li>Investigate the complaint</li></ul>
Your email address	<ul style="list-style-type: none"><li>Correspond with you about your complaint</li></ul>
Your home address	<ul style="list-style-type: none"><li>Correspond with you about your complaint</li></ul>
Your phone number	<ul style="list-style-type: none"><li>Communicate with you about your complaint</li></ul>

## Why do we need to collect your personal data?

We have a legitimate interest in processing personal that you provide voluntarily. The data that you give to us will be used solely for resolving the complaint that you are making.

## How long do we keep your personal data?

We will keep your personal data relating to your complaint for as long as we have a legitimate need to do so.

## Who do we share your information with?

Company	Why do we pass information to them?	What information do we pass to them?
Consultants, Agents and Solicitors acting on our behalf	So that they can provide services to use that will help to resolve the complaint	Your full name, email address, home address and phone number

## Do we transfer your personal data outside of the UK or EU countries?

Your personal data is captured and processed on computer systems that are located within the UK or EU.

## Is any "profiling" performed using your personal data?

We do not perform any kind of automated processing for the purposes of analysis or prediction using your personal data.

## What are your rights?

For more information on your data protection rights refer to our [Privacy Statement](#).

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