

Data Protection Complaint Form

Information about how to make a data protection complaint

You can use this form if you wish to make a data protection complaint to us. This form should make it easier and quicker for you to provide us with the information we need to investigate your complaint efficiently.

You can submit this complaint form:

- › By email to privacy.rr.uk@suez.com. Please make the subject line "Data Protection Complaint".

Where a complaint is made through social media or another insecure public channel, we will ask you to continue the complaint through the above mentioned method to protect your data.

A third party can make a complaint on your behalf. They must complete section 3. You can nominate another third party or change third party at any point.

You have the right to make a complaint at any time to us and to the Information Commissioner's Office (ICO) (the UK regulator for data protection issues) in line with our Data Protection Complaints Handling Policy, available at www.suez.co.uk. You do not have to complain to us before you contact the ICO, but the ICO may ask if you have contacted us about your complaint first. The ICO can be contacted at www.ico.org.uk or on 0303 123 1113.

Non-data protection and mixed complaints

If your complaint does not relate to data protection, or includes non-data protection aspects, you should explain this in section 5. We will let you know if you need to make your complaint in a different way or if we will handle it under a different policy.

Verifying your identity

We may ask you to provide evidence of your identity before we can progress your complaint, particularly where it involves personal data. We will only ask for information that is reasonably necessary to verify your identity if we do not already have sufficient information.

Timescales for responding to your complaint and next steps

We will:

- › Acknowledge receipt of your complaint within 30 days.
- › Investigate your complaint without undue delay and where deemed necessary, keep you updated on progress.
- › Inform you of the outcome as soon as reasonably practicable. For complex complaints, we will give you an anticipated timeframe.

If you are dissatisfied with our response, you may contact the ICO.



Privacy notice (complaint handling)

The personal data you provide in this form will be processed by SUEZ in the UK to investigate and respond to your data protection complaint. We may also use it for internal training and process improvement. Our lawful basis for processing this data is compliance with a legal obligation (*Article 6(1)(c), UK GDPR*) and, where applicable, the exercise or defence of legal claims (*Article 9(2)(f), UK GDPR*) for any special category data. We may also rely on the processing being in our legitimate interests (*Article 6(1)(f), UK GDPR*).

To investigate your complaint, we may need to share information you provide with other departments, our suppliers or partners. This will depend on the nature of the complaint.

We maintain records of complaints and how they are handled. Your data will be securely deleted or anonymised in accordance with our Data Retention Policy.

For full details of how we handle your personal data, please see our Data Protection Policy, available at www.suez.co.uk.

1. Complainant contact information

Complete all relevant fields below with your personal details (those marked with an asterisk are mandatory). We need this information to process your complaint and communicate with you. If you are making a complaint on behalf of someone else, provide their details here and your own details in section 3.

Title	
* First and last name	
Any other names that you have been known by (including nicknames and previous surnames that are relevant to this complaint)	
Customer account number	
Customer reference number	
Employee ID number	
Date of birth	
Telephone number	
* Email address	
Home address	
Country of residence	
Preferred method of contact	
Any other information that may help us identify you (for example, your relationship to our organisation)	

2. Proof of identity

We may need to verify your identity before we can respond to your complaint. To help us establish your identity you must provide identification that clearly shows your name, date of birth and current address. We accept a photocopy or a scanned image of one of the following as proof of identity (please indicate which you have provided):

- ☐ Passport or photo identification such as a driving licence
- ☐ Birth or adoption certificate

If you do not have any of these forms of identification available, please contact privacy.rr.uk@suez.com for advice on other acceptable forms of identification.

If you have changed your name, please provide the relevant documents showing the change (for example, marriage certificate or deed poll).

We may request additional information from you to help confirm your identity. We may not be able to act on your complaint if we cannot identify you.

3. Complaints made on a complainant's behalf

If you are acting on the complainant's behalf, please complete the fields below with your name and contact details (those marked with an asterisk are mandatory).

Title	
* First and last name	
Contact address	
Telephone number	
* Email address	
Preferred method of contact	
* Relationship to the complainant (for example, solicitor, adviser, parent or carer)	
Has the complainant previously authorised you to act on their behalf in dealings with us? If yes, please provide details.	
* Do you have legal authority to request the complainant's information (for example, power of attorney, parental proof, guardianship or complainant's written consent)?	
Scope of your authority	
If the complainant is under 13, do you have parental authority to act for them?	
May we contact the complainant directly?	
Issues we should be aware of (for example, time limits or urgency)	

If not already provided to us, we need proof of your legal authority to act on the complainant's behalf (please indicate which you have provided):

- ☐ A written consent signed by the complainant
- ☐ A certified copy of a power of attorney
- ☐ Evidence of parental responsibility

We may ask you for additional information to help confirm your identity and the complainant's identity. We may not be able to act on the complaint if we cannot identify the complainant or verify your legal authority to act on their behalf. Please be aware that we may need to verify your authority before we can discuss the complaint with you.

4. Information about the organisation your complaint is about

In most cases, the organisation your complaint is about will be the organisation you are submitting this form to. However, if your complaint relates to a specific part of our organisation, a service provider acting on our behalf or a joint arrangement with a partner organisation, please provide details below.

Departments you have dealt with or who may have information relevant to your complaint

Service providers or partners you have dealt with or who may have information relevant to your complaint

Any other relevant information

Please only provide information necessary for us to understand and investigate your complaint. You do not need to provide personal details about individual staff members or anyone else unless they are directly relevant to your complaint.

5. Description of your complaint

Use this section to tell us what happened. You do not need to use legal language. Be as clear and specific as you can. You may use the additional information box [or continue on a separate sheet if needed].

Date of incident or discovery

Is the issue ongoing?

☐ Yes ☐ No ☐ Unsure

Description of the issue

Tell us, in your own words, what occurred. Please include:

- › What personal data is involved
- › What you believe went wrong
- › How it has affected you

What personal data is involved?

Describe the type of personal data you believe is affected – for example, your name, address, health information, financial details (do not provide any account details, account passwords or credit card information), photographs or online identifiers. You do not need to list every category.

Does your complaint involve special category or sensitive data?

Please check all that apply.

- ☐ Health or medical information
- ☐ Racial or ethnic origin
- ☐ Religious or philosophical beliefs
- ☐ Political opinions
- ☐ Trade union membership
- ☐ Genetic or biometric data
- ☐ Sexual orientation or sex life
- ☐ Criminal convictions or offences
- ☐ Financial data
- ☐ Other sensitive information
- ☐ None of the above / I am unsure

Does your complaint also relate to matters that are not data protection issues, for example, a customer service dispute, billing dispute or employment matter?

- ☐ Yes
- ☐ No
- ☐ Unsure

If yes, please briefly describe the non-data protection issue(s).

Additional information about your complaint

6. Prior contact and correspondence

Have you previously contacted us about this issue?

- ☐ Yes
- ☐ No
- ☐ Unsure

If yes, please provide the following details:

Date(s) of contact

Method of contact (please indicate email, telephone, post, online form, in person or other

If other, please provide specific details.

Name of person or team contacted (if known)

Summary of response received (if any)

Please provide any reference numbers from previous correspondence with us

7. Supporting documents

You may enclose copies of documents that support your complaint. Do not send original documents and only enclose information relevant to your complaint.

Are you enclosing any supporting documents with this form?

- ☐ Yes
- ☐ No

If yes, please describe the documents in the following table.

Documents

[illegible]

8. Outcome sought

Please tell us what you would like us to do to resolve your complaint.

What outcome are you seeking?

Is there anything else you would like us to know about the outcome you are seeking?

Authorised person signature

(only to be completed if you are acting on behalf of the complainant)

I, _____, confirm that I am authorised to act on behalf of the complainant. I understand that SUEZ Recycling and Recovery UK Ltd must confirm my identity and my legal authority to act on the complainant's behalf, and may need to request more verifying information.

Signature

Date