

Pallant Capital Limited - Data Protection Complaints Procedure

Last Updated: June 2026

Designated Contact: General Counsel

Contact Email: alex.williams@pallantcapital.com

1. **Introduction:** the below outlines how to raise a complaint about the way your personal data has been handled, and how we, Pallant Capital Limited, will manage your complaint regarding data protection and privacy. We are committed to protecting your personal data in line with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications Regulations (PECR) and The Data (Use and Access) Act 2025.
2. **Subject:** this procedure applies to all individuals whose personal data we process (Data Subjects) and applies to all processing activities involving your personal data.
3. **How to lodge a complaint:** If you believe we have mishandled your personal data, failed to uphold your data protection rights, or not responded to a data protection request, you may submit a complaint to our General Counsel, Alexandra Williams, using one of the following methods:

Email address: alex.williams@pallantcapital.com

Postal address: Pallant Capital Limited, 11 Riduna Park, Station Road, Melton, Woodbridge, Suffolk, IP12 1QT

4. **Information required:** Please could you provide your full name, contact details, description of the concern, and any relevant supporting evidence.
5. **Investigation Process and Response:** we follow a structured process to ensure all complaints are handled fairly, objectively, and confidentially. Once we have received your complaint, we will write to you with an acknowledgement within 30 days. We will carry out a thorough review of your complaint, undertake a full investigation and provide you with a detailed response. We will provide you with an outcome, including any remedial actions taken, within a reasonable timeframe, typically not exceeding 3 months from the initial receipt of your complaint.
6. **Independent Escalation:** if you remain dissatisfied with our handling of your complaint, you may contact directly the Information Commissioners' Office (ICO) and their contact details are as follows:
Website: www.ico.org.uk
Helpline: [0303 123 1113](tel:03031231113)
You can make a complaint through their website. Please note that the ICO will expect that you have allowed us to consider and respond to your complaint in the first instance.