

Data Protection Complaint Form

This form allows you to raise any concerns about how your personal information has been handled. If you have a complaint about how Wickes uses your personal information, please submit a data protection complaint using this form.

You are encouraged to contact us first so we can investigate and resolve the issue directly. If you remain unsatisfied with our response, you can escalate your concern to the Information Commissioner's Office (ICO), whose contact details are provided at the bottom of this form.

Please note, **this form is only for data protection issues**. For all other questions, please contact our customer service team at **0330 123 4123**.

Once completed, please **attach the form** to an email and send it to:

GDPRCOMPLAINTS@WICKES.CO.UK

If you have difficulty completing this form or need it in an alternative format, please contact us at GDPR@wickes.co.uk and we will be happy to assist.

We will acknowledge your data protection complaint without undue delay and within the legal time frame of 30 days.

* Indicates required question

1. Email *

2. Full Name *

Essential for identification

3. Email Address *

For communication purposes.

4. Phone Number (Optional)

For contact if necessary.

5. Relationship to the Data Subject (if different) *

If the complaint is being made on behalf of someone else (e.g., partner, guardian, legal representative).

6. What specific data protection right(s) do you believe have been violated? *

Tick all that apply.

- Right to be informed
- Right of access
- Right to rectification
- Right to erasure (right to be forgotten)
- Right to restriction of processing
- Right to data portability
- Right to object
- Rights in relation to automated decision making and profiling
- Other (please specify in the description)

7. Details of incident *

8. Date of incident *

Example: 7 January 2019

9. **Have you previously contacted Wickes regarding this issue? ***

Mark only one oval.

Yes

No

10. **If yes, what was the outcome of this communication?**

11. **Was any detriment caused as a result of the issue? ***

E.g., Received unwanted communications, Unable to verify data accuracy.

Tick all that apply.

No

Yes

Not sure

12. **If you answered yes to the previous question, please describe the nature of the detriment (e.g. emotional distress, financial loss, reputational harm):**

13. **Desired Outcome**

*

Please let us know the resolution you are seeking(e.g. correction, deletion, explanation):

14. **Supporting Documentation**

Optional but Recommended

Files submitted:

Escalating your complaint

As the initial point of contact for data concerns, we kindly ask that you first raise any issues directly with us. Our goal is to resolve all complaints fairly and promptly.

Should you be unsatisfied with our resolution, you have the right to escalate your complaint to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

ICO Contact Details:

Address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone:

0303 123 1113

15. How satisfied are you with the process of submitting this complaint?

1 2 3 4 5



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