

## Purpose

Daniela Weetman Counselling is committed to protecting the privacy and personal information of clients, prospective clients and website visitors. This procedure explains how concerns or complaints relating to the handling of personal data will be managed.

## How to Make a Data Protection Complaint

If you have concerns about how your personal information has been collected, stored, used, shared or otherwise processed, you may raise a complaint by:

Email:

danielaweetmancounselling@gmail.com

Complaints may be submitted in any format and do not need to refer to specific legislation.

## What Happens Next

Upon receiving your complaint, I will:

- Acknowledge receipt within 7 working days.
- Review the concerns raised and, where necessary, request further information to clarify the complaint.
- Investigate the matter fairly and thoroughly.
- Consider whether any corrective action is required.
- Provide a written response outlining the outcome of the investigation.

I will keep a record of all data protection complaints received and the action taken in response. These records will be retained in accordance with my legal and professional obligations.

## Response Times

I aim to provide a full response within one calendar month of receiving the complaint. If the matter is particularly complex and requires additional time, I will explain the reason for the delay and provide an updated timescale.

## Possible Outcomes

Following investigation, I may:

- Explain the actions already taken and why they were appropriate.
- Correct inaccurate information.
- Update procedures where improvements are identified.
- Take other reasonable steps to address the concerns raised.

## Right to Escalate

If you remain dissatisfied after receiving my response, you have the right to complain to the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights.

Information Commissioner's Office

Website:

[www.ico.org.uk](http://www.ico.org.uk)

Telephone:  
0303 123 1113

Online complaints:  
[www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint)

### **Review of this Procedure**

This procedure will be reviewed periodically and updated where required to ensure compliance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.