



**CHILMINGTON MANAGEMENT
ORGANISATION**

Data Protection Complaints Policy

(APPROVED BY BOARD 17TH JUNE 2026

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Version 1 Approved

Data Protection Complaints

From June 2026, the Data Use and Access Act 2025, allows you to make a data protection complaint directly to us.

What is a Data Protection complaint?

You can make a data protection complaint if you believe we have breached UK GDPR and this has affected you directly. For example, your complaint may be about:

- How we have handled your subject access request or another individual rights request.
- How we have collected, used or managed your personal information, for example:
 - o where your information is stored
 - o how long it is kept
 - o whether it is accurate
- A personal data breach, including:
 - o How you have been affected by the data breach
 - o The security measures used to protect your information.

What isn't a Data Protection Complaint?

A data protection complaint does **not** include:

- A complaint about another CMO service, even if you are also exercising your data protection rights.
For example, a complaint about debt recovery where you also request copies of your personal information.

How we will handle your data protection complaint:

When we receive your complaint, we will:

- Acknowledge it as soon as possible. We may ask you to clarify details or provide proof of identity or authority if someone is acting on your behalf.
- Investigate your complaint without delay.
- Provide a response explaining the outcome as soon as possible and no later than one calendar month.
- Keep you informed if we need more time to complete our investigation.

If you are not happy with our response, you can complain to the [Information Commissioner's Office](#).

You can complain to the ICO at any point.

How to make a data protection complaint

You can submit a complaint in any of the following ways:

- Online, using our Data Protection Complaint form
- By email to hello@cmo.org.uk
- By post:
Chilmington Management Organisation
c/o McCabe Ford Williams
Suite 1, Invicta Business Centre, Monument Way, Orbital Park, Ashford, Kent.
TN23 1HU

How we use your personal information

Chilmington Management Organisation is the data controller for the personal information you provide when making a data protection complaint. We will use your information to manage and respond to your complaint. This processing is carried out under our legal obligations in the Data Use and Access Act 2025, the Data Protection Act 2018 and UK GDPR.

We will keep your complaint and related information for six years.