Data Protection Complaints Policy

1. Introduction

Logistics UK is committed to protecting personal data and ensuring that it is processed in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have concerns about how we collect, use, store, or otherwise process your personal data, you have the right to raise a complaint. We take all complaints seriously and aim to resolve concerns promptly and fairly.

2. How to Raise a Complaint

If you wish to make a complaint about how your personal data has been handled, you can contact our Data Protection Officer (DPO).

Email: DPO@logistics.org.uk

When submitting a complaint, please provide as much information as possible, including:

- your name and contact details
- details of your concern or complaint
- any relevant dates or supporting information

This will help us investigate your concern effectively.

3. What Happens After You Submit a Complaint

Once we receive your complaint:

- We will acknowledge receipt of your complaint.
- We will review and investigate the issue raised.
- We aim to provide a response within **one calendar month**.

If the matter is complex and requires additional time to investigate, we will inform you and keep you updated on progress.

4. Our Response

Following our investigation, we will inform you of:

- the outcome of our review
- any actions we have taken to address the issue (where appropriate)

5. If You Are Not Satisfied

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

The ICO is the UK's independent authority responsible for upholding information rights.

You can contact the ICO at:

Website:
https://ico.org.uk/make-a-complaint/

Telephone:
0303 123 1113

We encourage you to contact us first so that we have the opportunity to address your concerns.

6. Changes to This Procedure

We may update this procedure from time to time to ensure it remains consistent with data protection legislation and regulatory guidance.