

If you think we have mishandled your personal information, you have the right to complain to us. This procedure explains how, what we will do and how long it will take. Anyone can use it, customer or not. To see, correct or delete your information, use our Privacy Notice instead.

Document	Version	Issued	Next review
HSIL-POL-007	2.3 (Issue 8)	01/10/2026	01/10/2027
Policy owner	Approved by	Applies to	Status
James Smith	James Smith	Any individual	Current

1. How to complain

However your complaint reaches us, we will treat it as a complaint.

How	Details
Email	sales@hsil.co.uk, with the subject Data protection complaint
Post	The Directors, Hull Storage & Interiors Ltd, Taurus House, Valley Drive, Kirk Ella, East Yorkshire, HU10 7PW
Telephone	01482 218060

You can also use the form on the next page. Tell us what happened, when, and what you would like us to do. We may need to check your identity before we reply.

2. What we will do

Step	What happens
Acknowledge	Within 30 days of receiving it, and usually much sooner.
Investigate	A director looks into what happened, without undue delay.
Keep you informed	We tell you if we need more time or information, and why.
Tell you the outcome	We tell you in writing what we found and what we will do about it. We keep a record of each complaint.

3. If you are not satisfied

You can complain to the Information Commissioner's Office, which normally expects you to have complained to us first: ico.org.uk/make-a-complaint, 0303 123 1113, or Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Data protection complaint form

You do not have to use this form, but it helps us to deal with your complaint quickly. Return it by email or post using the details on the first page.

Your name

Organisation, if any

Email

Telephone

Address

Your complaint

What is your complaint about?

When did it happen?

Have you raised this with us before? If so, when?

What would you like us to do?

Declaration

The information I have given is correct. I understand that Hull Storage & Interiors Ltd will use it to investigate and respond to my complaint.

Signed

Date

Name

Position