



This form is intended to help you to submit a data protection complaint in a way that will enable us to investigate and deal with it as quickly as possible. The form is entirely optional and, if you prefer, you can simply write to us or email us with your complaint using the contact details in section 5.

1 About you

This section should be completed in relation to the person who is making the complaint, even if the complaint relates to someone else.

Your name	
Your contact details	
Account number, if known	
Your identity information	Please attach or upload your identity documents to this form when returning it to us (e.g. a copy of your drivers licence or passport).

2 Whose personal data does the complaint relate to?

Please provide the following information.

Who are you complaining on behalf of?	<input type="checkbox"/> I am complaining on my own behalf - you can skip the rest of this section and move to section 3 <input type="checkbox"/> I am complaining on behalf of someone else - please complete the rest of this section and then move to section 3
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2.1 If you are complaining on behalf of someone else, please provide the following information about the person on whose behalf you are making this complaint. We will need this information before we can deal with the complaint.

Full name	
Address	
Contact details	
Customer account number	



- 2.2 Please also provide proof that you are authorised to complain on their behalf. This could be a signed letter from the person concerned, a power of attorney, or evidence that you are their legal representative.

3 Details of complaint

Please complete this section with details of the complaint. You may wish to attach additional information or documentation.

<p>What is your complaint about?</p> <p><i>Please tick all that apply:</i></p> <p><input type="checkbox"/> No response to a data subject request</p> <p><input type="checkbox"/> Incomplete response to a data access request (i.e. some of the information you asked for is missing)</p> <p><input type="checkbox"/> Personal data security breach</p> <p><input type="checkbox"/> Inaccurate personal data</p> <p><input type="checkbox"/> Inappropriate sharing of personal data with a third party</p> <p><input type="checkbox"/> Direct marketing activities</p> <p><input type="checkbox"/> Keeping your personal data for longer than needed</p> <p><input type="checkbox"/> Using your personal data for a purpose we did not tell you about</p> <p><input type="checkbox"/> Going beyond what you agreed to</p> <p><input type="checkbox"/> Other (please provide more information below)</p>
<p>Please provide more details of your complaint</p> <p><i>Please provide more details here, including any relevant dates.</i></p>
<p>Proposed remedy (optional)</p>



This section is optional, but if you know what you would like us to do in response to your complaint, please tell us here.

4 Any other information

This section is optional.

Other information (optional)	
<i>Please use this section to provide any other information you think is relevant but is not covered elsewhere on this complaints form.</i>	

5 Returning this form

You can send this form to us by email or post:

Our email address	gdpr@wren.com
Our postal address	FAO Data Protection Team The Nest Falkland Way Barton-upon-Humber DN18 5RL

You can also use these contact details if you have any queries about this form or you wish to submit a complaint without using this form.