

DATA PROTECTION HANDLING COMPLAINTS PROCEDURE

If you believe that we have infringed data protection legislation because of how we have handled your personal information (or personal information of someone you are acting on behalf of) then you can raise a data protection complaint to dataprotection@regent-property.com.

We may need proof of ID from you in some circumstances (for example if the correspondence address does not match the latest correspondence information we are holding for you).

If a representative is making a complaint on your behalf we will need a hand-signed letter of authorisation and a copy of your photo ID to evidence that they are authorised to act on your behalf. Alternatively, if you have Power of Attorney over the individual then we will require a copy of the Power of Attorney document.

What we will do:

Your data protection complaint will be acknowledged within 30 days (or the next working day following 30 days where day 30 falls on a weekend or public holiday).

We will investigate your complaint without undue delay and make appropriate enquiries, keeping you informed and will then let you know the outcome of your complaint without undue delay.

Please note that where a third party is making a complaint about data handling, we will not investigate the complaint until we are satisfied that we have received the appropriate authority to do so.

This does not affect your right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.