

<b>Document name:</b>	ARIVA LTEE: DATA PROTECTION COMPLAINTS PROCEDURE.PDF	
	<b>Revision No.:</b>	<b>Revision Date:</b>
	1.0	March 2021

## Data Protection Complaints Procedure

### 1. Scope

This Complaints Procedure sets out how Ariva Ltée (“the Company”) addresses complaints from data subject(s) related to the processing of their personal data, how the Company handles requests from data subjects, and how appeals from Data Subjects on how complaints have been handled are dealt with.

### 2. Responsibilities

**2.1** All Employees/Staff are responsible for ensuring that any complaints made within the scope of this Complaints Procedure are duly reported to the Data Protection Officer forthwith.

**2.2** The Data Protection Officer is responsible for dealing with all complaints in accordance with this Complaints Procedure.

### 3. Procedure

**3.1** The contact details of the Company’s Data Protection Officer have been published on the Company’s website, under the ‘Who are we and how we may be contacted’ section.

**3.2** The Company has set up clear guidelines in this procedure that enable Data Subjects to lodge a complaint as regards the processing of their personal data.

**3.3** The Company has published the Ariva Data Privacy Policy Notice on its website. The Complaint Form which Data Subjects may wish to submit is available under the “what are your rights” section of the website and is also annexed to the present Complaints Procedure (Annex 1).

**3.4** Data Subjects are able to complain to the Company about:

- how their personal data has been processed
- how their request for access to data has been handled
- how their complaint has been handled

**3.5** Data Subjects can lodge a complaint with the Company’s Data Protection Officer by filling and submitting the Complaint Form published on the company website, or by sending the duly filled form at Annex 1 by email directly to the Data Protection Officer. Complaints received via the website Complaint Form are directed to the Data Protection Officer for resolution.

**3.5.1** Complaints are to be resolved within one month.

**3.6** If the Company fails to act on a Data Subject’s complaint or a request, it needs to set out in clear and plain language the reasons for not taking any action. The Company will also inform the Data Subject(s) of their right to complain directly to the Data Protection Office, whose contact details shall be provided.

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## Document Approval

The Data Protection Officer is responsible for ensuring that this policy document is reviewed in line with the Data Protection Act 2017.

This policy was approved by the Director and is issued on a version-controlled basis under the signature of the Director.



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*Signature of client* ..... *Date*