

# Make a complaint about your personal information

Make a complaint to us about an organisation's use of your personal information – for example if they haven't allowed you to see it or you want to complain about how they are handling or processing it.

By 'personal information' we mean information that contains your name or something else that could identify you.

## About your complaint

What is your complaint about?

Accessing my personal information

The way an organization is handling/processing my personal information

(Accessing my personal information only):

The organisation ...

didn't respond to my request

refused my request

sent only some of the information I asked for

took too long to send me my information

Something else

Please specify

## Need help?

Call our helpline

0303 123 1113

(The way an organisation is handling/processing my personal information only):

The organisation ...

won't delete or remove information it holds about me

won't correct information it holds about me

keeps contacting me for marketing purposes

keeps making automated decisions or profiling me

has lost personal information, or hasn't kept personal information secure

has used my personal information without my consent

has used my personal information in a way I didn't expect

won't let me move my data to another service provider

Something else

Please specify

Date of your complaint

The date you discovered the problem, or first made your request to the organisation

Supporting evidence (you can write and/or add documents)

We'll need a copy of letters or emails you've sent to the organisation, and any responses from them

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What would you like the ICO to do to help?

eg ask the organisation to give you the information you asked for, ask the organisation to apologise, or give the organisation advice on how to improve

## Organisation your complaint is about

Organisation name

Organisation address

Contact name

Full name of the person you have contacted at the organisation, if you have one

Email

Email of the organisation or the person you contacted, if you have one

Phone

For the person you spoke to, if you have one

## About you

Your name

Full name of the person completing this form. We need your name, even if you're acting on behalf of someone else

I'm acting on behalf of someone else

**(If you're acting on behalf of someone else only) Name of person you're acting on behalf of**

We'll need to know you're allowed to act on their behalf. You can provide a signed document from them, or get the person you're acting on behalf of to call us

**I/person making this complaint was 16 or under**

Tick if the person making the complaint was aged 16 or under at the time they made their request or complaint to the organization. We use this to understand if the complaint relates to the rights of children

**Email**

The address you want us to use for correspondence about this complaint

**Address, including postcode**

**Phone**

Optional. Useful if we need to contact you about your complaint

**Declaration**

- I understand that the ICO may need to share the information I have provided so they can look into my complaint, and have indicated any information or documents that I don't want the ICO to share.
- I understand the ICO will keep the information relating to my complaint, including any documents for two years, or longer if necessary.
- If I am making a complaint on someone else's behalf, I confirm that I am allowed to act on their behalf.

I agree

**Sending your form to us**

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### By email

1. Fill in this form and save it to your computer.
2. Open a new email, with 'Personal data complaint' in the subject line.
3. If you have all your supporting documents electronically, attach them to your email.
4. Email the completed form to [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

### By post

If you have only paper copies of any of your supporting documents, print this form and post it with all your supporting documents to:

Customer Contact  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Please note that we cannot guarantee security of forms or any attachments sent by email.