

Data Protection Complaints Policy

I am committed to protecting your personal information and handling it in accordance with UK data protection legislation.

If you have any concerns about how your personal data has been collected, stored, or used, please contact me in the first instance so that I can investigate your concerns and work towards a prompt resolution.

Data protection complaints can be submitted by email to nlwcounselling@outlook.com.

I will:

- Acknowledge receipt of your complaint within **30 days**.
- Investigate your concerns fairly and thoroughly.
- Respond as soon as reasonably possible, keeping you informed if additional time is required.
- Explain the outcome of my investigation and any action taken.

If, after receiving my response, you remain dissatisfied, you have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

Further information about your rights and how to contact the ICO can be found on the [Information Commissioner's Office website](#).