Brampton Recruitment Ltd

GDPR / Data Protection Complaints Procedure

1. Purpose

Brampton Recruitment Ltd is committed to protecting personal data and complying with the UK GDPR and Data Protection Act 2018. This procedure explains how individuals can complain about the way their personal data has been collected, used, stored, shared or deleted.

2. Who can make a complaint?

- Job applicants and candidates
- Temporary workers and contractors
- Permanent employees
- Clients
- Website users
- Any individual whose personal data is processed by the agency

3. What can be complained about?

Examples include:

- Receiving marketing emails without consent
- Being contacted after requesting removal from the database
- Incorrect personal information being held
- CVs being shared with clients without permission
- Excessive retention of candidate records
- Failure to respond to a Subject Access Request
- Data being disclosed to the wrong person
- Concerns about CCTV, monitoring or background checks

4. How to make a complaint

Complaints should be submitted to the Manager who is the Data Protection Lead :

Data Protection Lead: Vikki Cave

Email: vikki@bramptonrecruitment.co.uk

Telephone: 01782 976976

Address: Unit 15, Berkeley Court, Borough Road, Newcastle under Lyme, Staffs, ST5 1TT

The complaint should include:

- Name and contact details
- A description of the concern
- Relevant dates
- Any supporting documents or correspondence

5. How we will handle the complaint

Stage	Timescale
Acknowledgement of complaint	Within 5 working days
Initial investigation	Within 10 working days
Response or update provided	Within 30 calendar days
Complex cases (if extension needed)	Up to 60 additional days with explanation

6. Investigation process

We will:

- Review the relevant records and systems.
- Speak with staff involved in the processing activity.
- Assess whether UK GDPR requirements have been met.
- Identify any data breach or compliance failure.
- Determine what corrective action is required.

7. Outcomes

Following the investigation, we may:

- Correct inaccurate information.
- Delete data where appropriate.
- Restrict or stop certain processing activities.
- Provide an explanation of our lawful basis for processing.
- Improve procedures or staff training.
- Report a personal data breach to the ICO where required.

8. Right to complain to the ICO

If the individual is dissatisfied with our response, they may complain to the Information Commissioner's Office:

Website: www.ico.org.uk

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

9. Record keeping

All GDPR complaints will be recorded in the agency's Data Protection Complaints Log, including:

- Date received
- Complainant name
- Details of complaint
- Investigation actions
- Outcome
- Date closed
- Any lessons learned

Updated June 2026