



TRAVEL PLACES

(Travel Places, in association with American Express Global Business Travel)

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DATA PROTECTION COMPLAINTS POLICY

Purpose of this policy

This policy explains how you can raise a concern or make a complaint about the way we handle your personal information, and how we will deal with your complaint.

It applies to personal information we process under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are committed to handling personal information lawfully, fairly, transparently and securely, and to respecting your data protection rights.

Who can complain?

You can complain under this policy if we process your personal information in connection with our activities in the United Kingdom, including if you are:

- ✘ A current or former employee, worker, contractor or volunteer.
- ✘ A job applicant or candidate.
- ✘ A customer, client, service user or member.
- ✘ A supplier or business contact.
- ✘ A visitor to our website or premises.

You may also complain on someone else's behalf if you have their authority to do so, for example as a parent or guardian, attorney, litigation friend or other authorised representative; we may ask for evidence of your authority.

What can you complain about?

You can complain about any aspect of how we handle your personal information, including, for example, if you are unhappy about:

- ✘ How we have responded to a data subject access request (SAR) or any other data protection rights request (access, rectification, erasure, restriction, portability, objection, or automated decision-making).
- ✘ How we collect, use or share your personal information, including the legal basis we rely on or the purposes for which we use your data.
- ✘ The accuracy, completeness or relevance of the personal information we hold about you.
- ✘ Where and how long we store your personal information, including our retention periods.
- ✘ Any data security incident or personal data breach that has affected you, whether or not it has been reported to the ICO.
- ✘ How we have explained our use of your information in our privacy notice or other privacy information.
- ✘ Any direct marketing, profiling or automated decision-making that uses your personal information.

You do not have to refer to specific legal terms in order to complain; it is enough to explain what has happened and why you are concerned.

Relationship with your data protection rights

Making a complaint under this policy does not affect your separate legal rights under UK GDPR and the Data Protection Act 2018.

You can still make or pursue a request to exercise your data protection rights, including your rights to:

- ☒ Access your personal information (subject access).
- ☒ Rectify inaccurate or incomplete information.
- ☒ Request erasure of your information in certain circumstances.
- ☒ Restrict how we use your information.
- ☒ Obtain and reuse your data (data portability) where applicable.
- ☒ Object to certain types of processing, including direct marketing.
- ☒ Challenge certain automated decisions and profiling.

You can raise a complaint and exercise one or more of these rights at the same time; we will handle both together where appropriate.

How to make a data protection complaint to us

You can make a data protection complaint to us using any of the following methods:

- ☒ Online form: [Travel Places Data Protection Complaints Form – Fill out form](#)
- ☒ Email: privacy@travelplaces.co.uk
- ☒ Post: Compliance Manager, Travel Places, Podium House, 61 Chapel Road, Worthing, West Sussex, BN11 1HR. Reference Data Protection Complaint in your letter.
- ☒ Telephone: 01903 832888 we will make a written note of your complaint and may follow up in writing.

To help us understand and investigate your complaint efficiently, please tell us:

- ☒ Your name and contact details, and whether you are contacting us on behalf of someone else.
- ☒ What has happened, including key dates, and which part of our organisation you have been dealing with.
- ☒ Which personal information or processing you are concerned about.
- ☒ How you have been affected and what outcome you are seeking (for example, an explanation, correction of data, an apology, or a change in how we handle your data).

We may ask you to provide additional information and proof of identity, where necessary, to protect personal data and prevent unauthorised disclosure.

How we will acknowledge your complaint

We will acknowledge receipt of your data protection complaint without undue delay and, in any event, within 30 days of receiving it.

We will normally acknowledge your complaint by email, unless you ask us to use a different method.

If you make a verbal complaint, for example, by telephone, we will make a written record of it and may send you a copy to confirm that we have understood your concerns correctly.

How we will investigate your complaint

We will investigate your complaint as soon as reasonably possible and make an appropriate level of enquiry, taking into account the nature and seriousness of the issues you have raised.

Our investigation may include:

- ☒ Reviewing the information you have provided and any relevant correspondence or records.
- ☒ Checking the personal information we hold about you in our systems and files, and how it has been used or shared.
- ☒ Speaking to relevant members of staff and, where appropriate, any third-party processors or service providers involved.
- ☒ Reviewing our policies, procedures and technical measures (for example, data security, retention and access controls) to see whether they have been followed.

We will keep you informed about the progress of our investigation, especially if it is likely to take longer than usual.

We will keep a record of your complaint, how we investigated it, the outcome and any actions we took as a result, in order to learn from complaints and improve our practices.

How long will our investigation take?

We aim to respond to your data protection complaint as soon as possible after acknowledging it and will tell you the outcome as soon as we can.

Where your complaint relates to a subject access request (SAR) or another data subject rights request, the statutory time limits for responding to that request continue to apply (normally within one month of receipt, with the possibility of up to two further months for complex or multiple requests, provided we inform you within the first month).

If we need more time to investigate your complaint thoroughly, we will explain the reasons for the delay and provide you with an estimated timescale for our final response.

Our response and possible outcomes

Once we have completed our investigation, we will email you to explain the outcome of your complaint.

Our response will normally include:

- ☒ A summary of your complaint and the issues you raised.
- ☒ The steps we took to investigate your concerns.
- ☒ Our decision on whether we consider that data protection law or our internal policies have been breached.
- ☒ Any action we have already taken, or propose to take, to address the issues you raised.
- ☒ Information about your right to escalate your concerns to the Information Commissioner's Office (ICO) if you are not satisfied with our response.

Depending on the outcome, actions we may take include, for example:

- ☒ Providing you with additional information or an explanation.
- ☒ Correcting, updating or deleting personal information where appropriate.
- ☒ Restricting or stopping certain processing activities.
- ☒ Improving our processes, systems or staff training.
- ☒ Notifying you and, where required, the ICO of any personal data breach and the steps taken in response.

If we decide not to take the action you have requested, we will explain our reasons.

Confidentiality and how we use information about your complaint

We process personal information relating to complaints on the basis that it is necessary for our legitimate interests in handling concerns, improving our services, and complying with our legal obligations.

We will treat your complaint and any personal information you provide in connection with it as confidential and will only share it within our organisation on a “need to know” basis.

In some cases, where your personal data was originally supplied to us by your organisation in relation to a service we provide, we may share relevant information with them where necessary to investigate and resolve your complaint.

We may also need to share relevant information with third-party service providers who process personal data on our behalf, but we will ensure they are subject to appropriate contractual and security obligations and cannot use your information for their own purposes.

We will only disclose information about your complaint outside our organisation where this is necessary and lawful, for example:

- ☒ To our professional advisers (such as legal advisers) in order to obtain advice.
- ☒ Your organisation, where they originally provided your personal information to us, where necessary to investigate and respond to your complaint.
- ☒ To the Information Commissioner’s Office if they contact us about your complaint.
- ☒ Where we are required to do so by law, a court order or a regulatory authority.

We will retain information relating to your complaint only for as long as necessary for the purposes of handling and recording the complaint, meeting any legal, regulatory, reporting or accountability requirements, and protecting against legal risk (will typically be retained for up to six years where necessary to meet legal, regulatory or accountability requirements).

We may anonymise information about complaints so that individuals cannot be identified and use this for monitoring and improving our data protection practices.

Accessibility and reasonable adjustments

We want to make it as easy as possible for you to raise a data protection concern or complaint. If you need us to communicate with you in a different format or need help to set out your complaint (for example, because of a disability, language needs or other reasons), please let us know and we will discuss reasonable adjustments.

Your right to contact the Information Commissioner’s Office (ICO)

If you are unhappy with how we have used your personal information, or with our response to

your complaint, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

The ICO can be contacted using the details on its website: <https://www.ico.org.uk>

The ICO will usually expect you to have given us an opportunity to respond to your concerns first, but you can contact the ICO at any time for guidance.

Nothing in this policy limits your right to seek a judicial remedy in the courts if you believe your data protection rights have been infringed.

How this policy relates to our privacy notice

This policy sits alongside our privacy policy, which explains in more detail what personal information we collect, the purposes for which we use it, our lawful bases, how long we keep it and your data protection rights.

You can find our privacy notice here: <https://travelplaces.co.uk/privacy-policy/>

Review of this policy

We will keep this policy under regular review and may update it from time to time, for example to reflect changes in the law, regulatory guidance or our internal processes.

Contact us about this policy

If you have any questions about this policy or how we handle your personal information, please contact our Data Compliance Manager

Email: Privacy@travelplaces.co.uk

Telephone: 01903 832888

Postal address: Travel Places, Podium House, 61 Chapel Road, Worthing, West Sussex

Date: 28 May 2026