

## Data Protection Complaints

We're committed to handling your personal data fairly and in line with data protection law.

If you're unhappy with how we've handled your personal information, you have the right to make a complaint.

### How to complain

You can contact us by:

- Email: [dataprotectionofficer@yorkshirewater.co.uk](mailto:dataprotectionofficer@yorkshirewater.co.uk)
- Post: Western House, Western Way, Bradford, BD6 2SZ

You can raise a complaint in any way and don't need to use specific wording.

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### What happens next

- We'll **acknowledge your complaint within 30 days.**
  - We'll **investigate your concern and keep you informed where appropriate.**
  - We'll provide a **response and outcome without undue delay.**
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### Not satisfied?

If you're not happy with our response, you can contact the Information Commissioner's Office (ICO), the UK's data protection regulator.

The ICO will usually expect you to have contacted us first before raising your concern with them.

Find out more: <https://ico.org.uk/make-a-complaint/>

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### Our commitment

We aim to resolve issues quickly and fairly. Raising your concern with us first helps us investigate and put things right.