

Data Protection Complaint Form (UK GDPR)

Business Name: Hook Hypnotherapy Practice
Data Controller: Suzanne Sandford
ICO Number: C1349033.
Date complaint received:

1. Your details

Full name:

Email address:

Telephone number (optional):

Preferred method of contact:

- Email
- Telephone
- Other - please specify:

2. Your data protection concern

Please describe your concern about the handling of your personal data. For example:

- How your information was collected
- How your information has been used
- Information you believe is inaccurate
- A request you feel has not been handled correctly
- Concerns about confidentiality or security
- Concerns about sharing of information

Details:

3. What personal data does your complaint relate to?

Please tick any that apply:

- Contact details
- Identification information
- Session notes / records
- Health or wellbeing information
- Special category data
- Financial/payment information
- Website/cookie information
- Email or communication records
- Other - Please specify:

4. What happened?

Please provide details of the issue, including:

- Date(s) the issue occurred (if known)
- What happened
- How you became aware of the issue
- Any previous communication about this concern

5. Have you contacted us previously about this?

No

Yes

If yes, please provide details:

Date:

Method of contact:

Email

Telephone

Other - Please specify:

Summary:

6. What would you like us to do?

Please tell us what outcome you are seeking:

Explanation of how my data was handled

Correction of inaccurate information

Review of data processing

Restriction of processing

Deletion of information where appropriate

Further information about data sharing

Other:

7. Supporting information

Please attach any relevant information that may assist with reviewing your complaint.
Examples:

- Copies of correspondence
- Screenshots
- Relevant dates
- Details of requests previously made

8. Privacy and confidentiality

The information provided in this form will be used only to investigate and respond to your data protection concern. Your complaint information will be stored securely and accessed only by those who need it for the purpose of handling your complaint.

Information may be shared where necessary to:

- Investigate the complaint
- Obtain professional or legal advice
- Comply with legal obligations
- Address safeguarding concerns

9. Signature

I confirm that the information provided is accurate to the best of my knowledge.

Signature:

Date:

For business use only

Complaint reference number:

Date received:

Identity verification completed:

Yes

No

Acknowledgement sent:

Yes

No

Date:

Investigation summary:

Actions taken:

Outcome provided to complainant:

Yes

No

Date:

Outcome:

Escalation

If you remain dissatisfied after receiving my response, you have the right to complain to the Information Commissioner's Office (ICO):

Website: <https://ico.org.uk> Telephone: 0303 123 1113