

Data Protection Complaint Form

v1.0 · Updated Jun 2026 · Reviewed Jun 2026 · Next review Jun 2027

Owner: Andrew James (CEO)

How to make a data protection complaint

You can use this form to make a data protection complaint to us. It is intended to make it easier and quicker for you to give us the information we need to investigate efficiently. We also accept complaints by email or post.

You can submit a complaint:

- By email to dataprivacy@halved.io. Please make the subject line “Data Protection Complaint”.
- By post to Halved Limited, 4 Comet House, Calleva Park, Aldermaston, Berkshire, RG7 8JA. Please mark the envelope “Private and Confidential, Data Protection Complaint”.

Where a complaint is made through social media or another insecure public channel, we will ask you to continue through a more secure method to protect your data.

We are committed to making this process accessible. If you need this form in large print, audio, braille, Easy Read or another language, or you need support to complete it, please tell us in section 1 or contact dataprivacy@halved.io. If you are a child or vulnerable adult, we may contact you to offer additional help.

A third party can complain on your behalf. They must complete section 3.

You have the right to complain at any time to us and to the UK data protection regulator, the Information Commission, formerly the Information Commissioner’s Office, in line with our Data Protection Complaints Process. You do not have to complain to us first, but the regulator may ask whether you have. The regulator can be contacted at www.ico.org.uk or on 0303 123 1113.

Verifying your identity

If your complaint relates to personal data, we may ask you to verify your identity before we progress it, for example through your platform login at my.halved.io or other reasonable evidence. We will only ask for what is reasonably necessary.

Timescales and next steps

We will:

- Acknowledge receipt of your complaint within 30 days.
- Investigate without undue delay and keep you updated on progress.
- Inform you of the outcome as soon as reasonably practicable. For complex complaints we will give you an anticipated timeframe.

If you are dissatisfied with our response, you may ask us to escalate internally, or contact the regulator directly.

Privacy notice for complaint handling

The personal data you provide in this form is processed by Halved Limited to investigate and respond to your complaint, and may be used for internal training and process improvement. Our lawful basis is compliance with a legal obligation under Article 6(1)(c) UK GDPR and, where applicable, the establishment, exercise or defence of legal claims under Article 9(2)(f) for any special category data. We may also rely on our legitimate interests under Article 6(1)(f). Data is retained in line with our Data Retention Policy and then securely deleted or anonymised. For full details see our Privacy Policy.

Section 1. Complainant contact information

Fields marked with an asterisk are mandatory. If you are complaining on behalf of someone else, give their details here and your own in section 3.

Field	Your answer
Title	
First and last name *	

Field	Your answer
Date of birth	
Telephone number	
Email address *	
Home address	
Preferred method of contact	
Any information that helps us identify you, for example your relationship to Halved	
Any adjustments or support you need to make or progress your complaint	

Section 2. Proof of identity

We may need to verify your identity before we respond, particularly where the complaint involves personal data. Where required, we accept a scanned image of one of the following. Please indicate which you have provided.

- ☐ Passport or photographic identification such as a driving licence
- ☐ Birth or adoption certificate
- ☐ Other proof of identity

If you have changed your name, please provide a document showing the change, for example a marriage certificate or deed poll.

Section 3. Complaints made on a complainant's behalf

Complete this section if you are acting for someone else. Fields marked with an asterisk are mandatory.

Field	Your answer
Title	
First and last name *	
Contact address	

Field	Your answer
Telephone number	
Email address *	
Relationship to the complainant, for example parent, carer, solicitor or adviser *	
Do you have legal authority to request the complainant's information *	
If the complainant is under 18, do you have parental authority to act for them	
May we contact the complainant directly	

Proof of authority. Please indicate which you have provided.

- ☐ Written consent signed by the complainant
- ☐ Certified copy of a power of attorney
- ☐ Evidence of parental responsibility
- ☐ Other proof of authority

Section 4. Description of your complaint

Tell us, in your own words, what happened. You do not need to use legal language.

Field	Your answer
Date of incident or discovery	
Is the issue ongoing	Yes / No / Unsure
What happened, what you believe went wrong, and how it has affected you	
What personal data is involved. Do not provide account passwords or card details	

Does your complaint involve special category or sensitive data? Please check all that apply.

- ☐ Health or medical information
- ☐ Racial or ethnic origin
- ☐ Religious or philosophical beliefs

- ☐ Political opinions
- ☐ Trade union membership
- ☐ Genetic or biometric data
- ☐ Sexual orientation or sex life
- ☐ Criminal convictions or offences
- ☐ Financial data
- ☐ Other sensitive information
- ☐ None of the above or unsure

Does your complaint also relate to matters that are not data protection issues?

- ☐ Yes [] No [] Unsure

If yes, please briefly describe the non data protection issues.

Section 5. Prior contact and correspondence

Have you previously contacted us about this issue?

- ☐ Yes [] No [] Unsure

If yes, please provide dates of contact, the method, the person or team contacted if known, a summary of any response, and any reference numbers.

Section 6. Supporting documents

You may enclose copies of documents that support your complaint. Do not send originals, and only include information relevant to your complaint.

Are you enclosing any supporting documents?

- ☐ Yes [] No

If yes, please describe them.

Section 7. Outcome sought

Please tell us what you would like us to do to resolve your complaint, and anything else you would like us to know about the outcome you are seeking.

Section 8. Signature and acknowledgement

I confirm that the information on this form is correct and that I am the person named, or am authorised to act on their behalf. I understand that Halved Limited may need to confirm identity and may contact me again for more information, and may not be able to respond fully if it does not receive the information needed to process the complaint.

Name:

Signature:

Date:

Questions about data protection? dataprivacy@halved.io

Website halved.io · students log in at my.halved.io

Halved Limited · registered in England and Wales, company number 15261677