

1 Complaints Policy – Key Terms

In this policy, references to 'we', 'us' and 'our' shall be interpreted as referring to Hometrack Data Systems Ltd, together with any of its parent undertakings, subsidiaries, or other group companies from time to time. These expressions are used for ease of reference and shall be construed accordingly throughout.

2 Our Data Protection Obligations

We are committed to providing a high-quality service, in accordance with data protection law. At all times, we seek to comply with data protection principles by ensuring we:

- process personal data lawfully, fairly and in a transparent way;
- collect personal data for specific and legitimate purposes and do not process personal data in a way that is incompatible with those purposes;
- collect and use adequate, relevant and minimal personal data;
- take reasonable steps to make sure personal data is accurate and kept up to date;
- do not keep personal data longer than necessary; and
- implement appropriate security measures.

Please see our [Privacy Notice](#) for more information about how we process your personal data.

3 Data protection complaints

When we refer to a complaint in this policy, we mean a complaint regarding the processing of your personal data and not general complaints about us.

If you have a general complaint about our services, please contact us on customerservice@hometrack.com and we will seek to resolve your complaint in line with our complaints handling processes.

4 How to make a complaint

The table below shows the different ways you can contact us to make a complaint.

How to complain	More information
By completing our data protection complaint form	The form can be found here You can complete the form electronically and submit to us. Using the data protection form is entirely optional and you may prefer to complain to us using one of the other methods set out in this table. However, we encourage you to use this as it enables us to capture all relevant information to deal with your complaint as quickly and efficiently as possible.
By emailing us	You can email us with details of your complaint at customerservice@hometrack.com

How to complain	More information
By writing to us	You can write to us with details of your complaint at Privacy, The Cooperage, 5 Copper Row, London, SE1 2LH.

5 Acknowledging and verifying your complaint

- We will acknowledge your complaint within 30 days of receiving it.
- We will take reasonable steps to verify the identity of the person making the complaint. This may involve requesting further information or documentation from you. If the complaint is made on behalf of someone else, we will also need to check that the person making the complaint is properly authorised to do so.
- If, having requested additional information, we are not in a position to identify the person making the complaint or we are not satisfied that they have proper authority to make the complaint, we may be unable to deal with it.

6 Investigating your complaint

We will investigate your complaint. This will usually involve:

- reviewing your complaint;
- locating and reviewing the records we hold about you; and
- establishing the relevant facts which may involve liaising with our wider team.

We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will update you on the progress of your complaint at appropriate times.

7 Notifying you of the outcome of our investigation

- We will inform you of the outcome of the complaint without undue delay.
- We will explain clearly what we've done to resolve your complaint and, where appropriate, any action we have taken as a result.

8 What to do if we cannot resolve your complaint

If you are unhappy with the outcome of your complaint, you can complain to the Information Commissioner's Office (ICO) or you can seek to take action in the courts.

The ICO's contact details are:

Address	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire
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	SK9 5AF
Helpline number	0303 123 1113

More details on how to complain to the ICO are available on the Complaints page of the ICO's website.

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