

# Data Protection Complaint Form

## Basis Research Group Ltd

**Use this form to tell us about a data protection complaint.**

Data protection law gives you rights over how your personal information is used. If you think we have handled your information incorrectly, please complete this form and we will look into it.

Fields marked \* are required.

## How to send this form

You can send this form in two ways:

**By email:** [dpo@basisresearch.co.uk](mailto:dpo@basisresearch.co.uk)

Please use the subject line: Data Protection Complaint

**By post:** The Data Protection Officer, Basis Research Limited, Hanway House, Hanway Street, London, W1T 1UH

Please mark the envelope: Private and Confidential – Data Protection Complaint

If you contact us through social media or another public channel, we will ask you to continue through email or post to keep your information safe.

## You can also complain to the ICO

You have the right to complain to the Information Commissioner's Office (ICO) at any time. The ICO is the official body that oversees data protection in the UK. You do not have to contact us first, but the ICO may ask whether you have tried to resolve things with us first.

**ICO website:** [www.ico.org.uk](http://www.ico.org.uk) | **ICO helpline:** 0303 123 1113

## What happens next

- We will confirm we have received your complaint within 30 days.
- We will look into it and keep you updated on progress.
- We will tell you the outcome as soon as we can. For complex complaints, we will give you an estimated timeframe.

If you are not happy with our response, you can ask us to look at it again, or you can contact the ICO directly.

## Need help with this form?

If you need this form in a different format (such as large print or another language), or if you need help filling it in, please email [dpo@basisresearch.co.uk](mailto:dpo@basisresearch.co.uk) and we will do our best to help.

## Section 1: Your details

Please fill in all fields marked \*. If someone else is completing this form on your behalf, put their details in Section 3 and use this section for the person making the complaint.

Title

\* First and last name

Any other names you are known by (if relevant to this complaint)

Date of birth

**\* Email address**

Telephone number

Home address

Country of residence

Participant or customer reference number (if you have one)

How would you prefer us to contact you?

Is there anything we need to know to help you with this process? (For example, if you need information in a different format or language.)

**i** **Identity checks:** In some cases, we may need to confirm your identity before we can respond – for example, if your complaint involves us sharing your personal data with you. If that applies, we will get in touch to let you know what we need. We will only ask for what is reasonably necessary.

## Section 2: If someone else is completing this form for you

Only complete this section if you are acting on behalf of someone else. If you are making the complaint yourself, skip to Section 4.

Title

**\* First and last name**

**\* Email address**

Telephone number

**\* Your relationship to the person you are representing (e.g. parent, legal guardian, solicitor, adviser)**

Are there any time limits or urgent matters we should know about?

### Your authority to act

Do you have legal authority to act on this person's behalf? (For example: power of attorney, parental responsibility, or written consent from the person.)

Yes  No

If yes, please describe your authority

Can we contact the person directly if needed?

Yes  No

### Proof of your authority – tick what you are including

- Written consent signed by the person
- Certified copy of a power of attorney
- Evidence of parental responsibility
- Other – please describe:

Description (if other)

## Section 3: About your complaint

Tell us what happened. Use plain language – you do not need to use legal terms. Be as specific as you can.

**\*\* Date the issue happened (or when you found out about it)**

Is the issue still ongoing?

Yes  No  I'm not sure

### What happened?

Please tell us:

- What personal information is involved (for example: your name, address, health records, financial details). Do not include bank account numbers, passwords, or credit card details.
- What you think went wrong.
- How it has affected you.

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### What type of personal information is involved?

Tick all that apply:

- Health or medical information – e.g. a diagnosis, medication, or mental health details
- Race or ethnic background – e.g. your ethnicity, nationality, or skin colour
- Religious or philosophical beliefs – e.g. your religion or personal beliefs
- Political opinions – e.g. your views on politics or voting history
- Trade union membership – e.g. whether you belong to a union
- Genetic or biometric information – e.g. fingerprints, DNA, or face scan data
- Sexual orientation or sex life – e.g. whether you are gay, straight, or bisexual
- Criminal convictions or offences – e.g. a conviction, caution, or arrest record
- Financial information – e.g. your bank details, income, or credit history
- Other sensitive information
- None of the above, or I'm not sure

### Does your complaint include anything other than a data protection issue?

For example: a billing dispute, a customer service complaint, or an employment matter.

- Yes    No    I'm not sure

If yes, briefly describe the other issue(s)

### Any other information

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## Section 4: Have you contacted us before?

Have you been in touch with us about this issue previously?

- Yes    No    I'm not sure

If yes, please fill in the details below:

Date(s) you contacted us	
How did you contact us? (e.g. email, phone, post, in person)	
Who did you speak to (if you know)?	
What did we say? (A brief summary is fine)	
Reference numbers from previous contact (if you have them)	

## Section 5: Supporting documents

You can include copies of documents that support your complaint. Please do not send originals. Only include documents that are directly relevant.

Are you including any supporting documents with this form?

Yes  No

If yes, please list them below:

#	Description of document
1	
2	
3	
4	
5	

## Section 6: What would you like us to do?

Please tell us what outcome you are looking for. What would a good result look like for you?

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Is there anything else you'd like us to know?

## Declaration

**By completing and submitting this form, you confirm that:**

- The information you have provided is true and correct to the best of your knowledge.
- You are the person named in this form, or you are legally authorised to submit this complaint on their behalf.
- You understand that we may need to contact you for further information before we can progress your complaint.

Full name

Signature (if sending by post)

Date

## Your privacy

**How we use the information you give us in this form**

The personal information you provide will be used by Basis Research Limited to look into and respond to your complaint. We may also use it to improve how we handle complaints in future.

We are allowed to use your information under UK data protection law, including the Data Use and Access Act 2025.

To investigate your complaint, we may need to share the information you give us with other teams within Basis Research, or with suppliers or partners involved in the matter. We will only do this where it is necessary.

We keep a record of all complaints and how they are handled. Your information will be held securely for a set period after your complaint is closed, and then securely deleted or made anonymous, in line with our Data Retention Policy.

For full details of how we use your personal information, please see our Privacy Notice on the Basis Research website. If you have any questions, please contact us at [dpo@basisresearch.co.uk](mailto:dpo@basisresearch.co.uk).