



Jessanol Privacy and Data Complaints Process

1. Policy Statement

Jessanol Ltd is committed to handling personal data responsibly, securely and transparently.

We recognise that individuals have the right to raise concerns about how their personal data is collected, used, stored, shared or protected. We take privacy and data complaints seriously and will respond in a fair, proportionate and timely way.

2. Purpose

The purpose of this process is to explain how individuals can raise a privacy or data protection concern with Jessanol.

This may include concerns about:

- how personal data has been collected, used, stored or shared;
- privacy rights requests, such as access, correction, deletion, restriction or objection;
- data security or suspected data breaches;
- marketing communications or consent;
- use of personal data within Jessanol systems, services, learning materials, portal activity or communications.

3. Scope

This process applies to privacy and data complaints raised by or relating to:

- clients;
- learners;
- website visitors;

- portal users;
- newsletter subscribers;
- suppliers, associates and partners;
- individuals whose personal data is processed by Jessanol on behalf of a client;
- members of the public who interact with Jessanol services, communications or digital content.

Where Jessanol is acting as a Data Processor on behalf of a Client/Data Controller, some complaints may need to be referred to the relevant Client/Data Controller. Jessanol will explain this where appropriate.

4. Raising a Privacy or Data Complaint

Privacy and data complaints should be raised by email wherever possible.

Email: jane@jessanol.com

When raising a complaint, please include:

- your name and contact details;
- the nature of your concern;
- any relevant dates, communications or documents;
- what outcome or response you are seeking, where applicable.

If you are raising a concern on behalf of someone else, we may need evidence that you have authority to act for them.

5. How We Will Respond

Jessanol will acknowledge privacy and data complaints within **10 working days** of receipt.

We will then review the concern and may need to:

- confirm your identity;

- ask for further information;
- check relevant records;
- review what personal data is involved;
- assess whether Jessanol is acting as Data Controller or Data Processor;
- liaise with a Client/Data Controller where appropriate;
- take steps to correct, restrict, delete, secure or clarify information where required.

Jessanol will aim to provide a response within **30 calendar days** where possible. If a matter is complex or requires more time, we will let you know and explain the reason for the delay.

6. Possible Outcomes

Depending on the nature of the complaint, Jessanol may:

- explain how personal data has been handled;
- correct inaccurate information;
- update records or preferences;
- restrict or stop certain processing where appropriate;
- delete or anonymise information where required and possible;
- refer the matter to the relevant Client/Data Controller;
- review security or data handling practices;
- update policies, processes or communications;
- explain why no further action is required.

7. Confidentiality

Privacy and data complaints will be handled sensitively.

Information will only be shared where necessary to investigate the complaint, respond appropriately, meet legal obligations, protect individuals, or liaise with a relevant Client/Data Controller, regulator or professional adviser.

8. Complaints Involving Client-Controlled Data

In some cases, Jessanol may process personal data on behalf of a Client as a Data Processor.

Where a complaint relates to personal data controlled by a Client, Jessanol may need to:

- notify the Client/Data Controller;
- follow the Client's documented instructions;
- support the Client's response where reasonable and proportionate;
- explain to the complainant that the Client/Data Controller is responsible for responding to certain rights requests or complaints.

Jessanol will not ignore the concern, but the legal responsibility for responding may sit with the Client/Data Controller depending on the circumstances.

9. Escalation to the ICO

If you are unhappy with how Jessanol has handled your privacy or data complaint, you have the right to raise a concern with the Information Commissioner's Office.

The ICO is the UK supervisory authority for data protection.

Website: <https://ico.org.uk>

Telephone: **0303 123 1113**

10. Continuous Improvement

Jessanol will use privacy and data complaints, where appropriate, to improve its data protection practices, communications, policies, systems and service delivery.

Insights from complaints may be reviewed as part of Jessanol's ongoing data protection and service improvement approach.

11. Review of Process

This process will be reviewed annually or as required.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: June 2026

Next Review: June 2027

Summary of changes

Created June 2026. New process introduced to explain how individuals can raise privacy and data protection complaints with Jessanol. The process covers concerns about personal data handling, privacy rights, data security, suspected breaches, marketing communications and data processed on behalf of clients.