

Data Protection Complaints Procedure

We want to make sure your personal information is handled properly and securely. If you have any concerns about how we use your personal data, please contact us so that we may investigate. We take data protection seriously and aim to resolve any concerns quickly and fairly

How to Contact Us*

Email: office@marcobotti.co.uk

Phone: 01638 6622416

Address: Prestige Place, Snailwell Road, Newmarket, Suffolk CB8 7DP

Please tell us:

- What your concern is
- Your contact details
- Any supporting information that may help us investigate
- If you are acting on behalf of another person then please provide us with authorisation from that person to communicate with you on their behalf.

What We Will Do

We will:

- Confirm we have received your complaint within 30 days. We may need to ask you for proof of ID or authority if you are complaining on behalf of another person, if not already provided.
- Look into the issue without undue delay.
- We will keep you updated on progress and explain the outcome

If You Are Still Unhappy

If you are not satisfied with our response, you can contact the Information Commissioner's Office (ICO), which is the UK authority for data protection matters