

## **Data Use and Access Act 2025 (DUAA)**

Our Data Protection Complaint Form lets you tell us if you are unhappy with how Choice Lettings Watford have used or looked after your personal information.

### **Using the form helps us investigate your concerns properly**

- If you are worried about how we have collected, used, or shared your personal data
- If you believe a personal data breach has happened
- If you are not satisfied with how we have responded to your data protection rights request

### **How to submit a formal complaint**

- **Contact us:** Send the completed Complaint Form by email to: watford@choicelettings.com, or by First Class Recorded Delivery Service to: Choice Lettings Watford, 161-163 The Parade, Watford, Hertfordshire WD17 1NJ.
- **Include essential details:** State clearly that you are making a data protection complaint, and provide your name, contact information, relevant account/reference numbers, property address and a short summary of what we did wrong.
- **Legal timelines:** We are legally required to acknowledge your complaint within 30 calendar days and respond without undue delay. If the 30 days end on a weekend or public holiday, we have until the next working day to acknowledge it. This does not mean we need to resolve your complaint within 30 days. It means we have 30 days to let you know we have received your complaint and we are investigating it.

We take data protection seriously. We'll review your complaint in line with our duties under data protection law.

### **Look into complaint**

We need to take appropriate steps to investigate your data protection complaint. What's appropriate will always depend on the circumstances.

### **Update on progress**

We will keep you up to date. This does not mean you should expect updates weekly or on each step. But if you have not heard from us and it has been a while, you can ask for an update.

### **Provide an outcome**

We will investigate your complaint and provide you with an outcome without an unjustifiable or excessive delay. We will clearly explain what has been done to resolve your data protection complaint and, if appropriate, any actions taken as a result. If we believe we complied with data protection law, we will explain our decision. Data protection law does not set a specific time limit to provide an outcome because how long it takes depends on the circumstances. This will vary from one complaint to another.

### **Escalation and Regulation**

Under the DUAA rules that came into force on 19 June 2026, you must first raise your complaint directly with us before you can escalate it to the regulator.

**Involve the regulator:** If you are unhappy with the final response or if we fail to handle your concern properly, you can then escalate the matter to the Information Commissioner's Office (ICO) Tel: 0303 123 1113 or live chat.