

## 1. Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, London Capital Group (Cyprus) Limited's handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

## 2. Responsibilities

- 2.1 All Employees are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer .
- 2.2 Data Protection Officer is responsible for dealing with all complaints in line with this procedure.

## 3. Procedure

[GDPR section]

- 3.1 London Capital Group (Cyprus) Limited has the contact details of its Data Protection Officer published on its website, clearly under the 'Contact us' section.
- 3.2 London Capital Group (Cyprus) Limited has clear guidelines that enables the data subject to lodge a complaint.
- 3.3 London Capital Group (Cyprus) Limited clearly provides data subject(s) with the privacy policy ([Privacy Policy](#)).
- 3.4 Data subjects are able to complain to London Capital Group (Cyprus) Limited about:
  - 3.4.1 how their personal data has been processed
  - 3.4.2 how their request for access to data has been handled
  - 3.4.3 how their complaint has been handled
  - 3.4.4 appeal against any decision made following a complaint.
- 3.5 Data subject(s) lodging a complaint with the London Capital Group (Cyprus) Limited's Data Protection Officer are able to do so via email direct to the Data Protection Officer at: [dpo@lcg.com](mailto:dpo@lcg.com).
  - 3.5.1 Complaints are to be resolved within one month.
  - 3.5.2 Appeals on the handling of complaints are to be resolved within one month
- 3.6 If London Capital Group (Cyprus) Limited fails to act on a data subject's access request within one month or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. London Capital Group(Cyprus) Limited will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, London Capital Group (Cyprus) Limited provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

# COMPLAINTS PROCEDURE

## Document Control

Reference: GDPR DOC 2.9

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### ***Document Owner and Approval***

The Data Protection Officer is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the GDPR.

A current version of this document is available to all members of staff on the corporate intranet and is published on the company website.

This policy was approved by the Board of Directors on 24/05/2018 and is issued on a version controlled basis under the signature of the Data Protection Officer.

Signature: Eliza Eliadou

Date: 24/05/2018

### **Change History Record**

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	Eliza Eliadou	24/05/2018