

DATA PROTECTION COMPLAINTS PROCEDURE

Version: January 2020

We aim to deliver a high standard of service to our clients at all times.

If you are concerned about how London Capital Group Limited (LCG) is processing your personal data, you can make a complaint.

Your first point of contact for complaints and or queries should be our Data Protection Officer via email at dpouk@lcg.com or telephone on **+44 (0) 207 456 7055**.

Alternatively, you can send a copy of your complaint to:

**Data Protection Officer
London Capital Group
3rd Floor
80 Cheapside
London
EC2V 6EE**

For us to investigate your complaint quickly and efficiently, we need as much information from you as possible. This includes:

- your name and client account number (if you have one)
- a clear description of your complaint
- details of any requests you may have (i.e. what you would like us to do to resolve your complaint) and
- copies of relevant documents, such as emails, screenshots or other correspondence.

The Data Protection Officer will:

- promptly send a written acknowledgement to you via email
 - investigate your dispute competently, diligently and impartially
 - keep you informed of the progression of the investigation of your complaint
 - send a 'final response' within one month after the complaint was received with the findings and conclusions. The 'final response' will confirm whether the complaint should be upheld and whether or not any redress or remedial actions are proposed. Appeals on the handling of complaints are to be resolved within one month
 - inform you of the right to refer your complaint to the **Information Commissioner's Office (ICO)** or another supervisory authority if you are not satisfied with the response.
- If you have not received a final response within one month of making a complaint, or you are not satisfied with the 'final response' letter, you have the right to refer your complaint to the ICO. You can find details about how to do this on the ICO website at <https://ico.org.uk/concerns/> or by calling their helpline on **0303 123 1113**.