

# Data Protection Complaint Form

This form enables you to submit a data protection complaint in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025.

## How to submit this form

For complaints about data handling by Triland Metals Limited, please complete this form and email it as an attachment to: [dataprotection@triland.com](mailto:dataprotection@triland.com)

## SECTION 1 — COMPLAINANT DETAILS

Title (Mr/Mrs/Ms/Other)

Full Name

Address Line 1

Address Line 2

City/Town

County

Postcode

Email Address

Telephone Number

Preferred method of contact:

Email

Post

Telephone

## SECTION 2 — REPRESENTATIVE DETAILS (if applicable)

*Complete this section only if you are submitting this complaint on behalf of another person. Please attach a signed letter of authority or power of attorney.*

Representative Full Name

**Relationship to Data Subject****Representative Contact Email****Representative Contact Telephone****SECTION 3 — IDENTITY VERIFICATION**

To process your complaint, we may need to verify your identity. Following our receipt of this form, we may ask you to provide proof of identity which may be in the form including (but not limited to) of a passport copy, driving licence and a utility bill. Please do not attach any identity verification documents to this form. By submitting this form, you acknowledge our right to verify your identity and agree that we may not be able to proceed with processing your complaint if we are unable to verify your identity.

**SECTION 4 — DETAILS OF YOUR COMPLAINT****Nature of Complaint (tick all that apply):**

- Failure to respond to a Subject Access Request (SAR)
- Inaccurate personal data held about me
- Unauthorised disclosure of my personal data
- Inadequate security measures
- Excessive or unnecessary data collection
- Personal data retained for longer than necessary
- Data used for purposes other than those stated
- Failure to uphold a data protection right (e.g. erasure, rectification, objection) Concern about automated decision-making or profiling
- Other

**If Other, please specify:****Date(s) of the incident or issue (approximate dates acceptable):****Have you previously raised this concern with us?**

- Yes       No

**If Yes — Reference number:****Date of previous contact:**

**Description of complaint — Please provide a detailed description of your data protection concern, including what happened, when it happened, and how it has affected you. Please be as specific as possible.**

Outcome sought — Please describe what action or resolution you are seeking.

## SECTION 5 — SUPPORTING DOCUMENTS

You may attach copies of relevant documents to support your complaint (e.g. correspondence, screenshots, notices received). Please do not send original documents.

I have attached supporting documents

Description of attached documents:

## SECTION 6 — DECLARATION AND CONSENT

I confirm that the information provided in this form is true and accurate to the best of my knowledge. I understand that Triland Metals Limited will process the personal data provided in this form for the purpose of investigating and resolving my complaint, in accordance with its Privacy Notice. I understand that my complaint will be acknowledged within 30 calendar days of receipt, and that Triland Metals Limited will investigate the matter without undue delay, keeping me informed of progress.

By submitting this form, I confirm that I have the necessary authority and all relevant consents to disclose the personal data and any other information contained in this form and in any attached supporting documents, including any information relating to third parties. Where this complaint is submitted on behalf of another individual, I confirm that I am duly authorised to act on their behalf and that the relevant individual has consented to the disclosure of their personal data for the purpose of this complaint.

I confirm I have read and understood the above declaration

Signature (type full name as digital signature):

Date:

## SECTION 7 — IMPORTANT NOTICES

**How your complaint will be handled:**

1. Acknowledgement: We will acknowledge receipt of your complaint within 30 calendar days.
2. Investigation: We will carry out an investigation that is reasonable and proportionate to the nature and complexity of the issues raised. We will make appropriate enquiries without undue delay.
3. Updates: We will endeavour to keep you informed of the progress of our investigation, including expected timeframes and any reasons for delays.
4. Outcome: We will notify you of the outcome in writing, explaining what we found and any actions taken.
5. Review: If you are dissatisfied with the outcome, you may request an internal review.

Your right to escalate to the ICO:

If you are not satisfied with the outcome of your complaint, or if we fail to respond within a reasonable timeframe, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**For FCA-regulated complaints:**

If your complaint relates to a regulated activity or financial service (rather than data protection), it may be more appropriate to submit it through our general complaints process. If your complaint involves both data protection and regulated activity issues, we will coordinate our response across both processes. You also have the right to refer eligible complaints to the Financial Ombudsman Service (FOS).

**Privacy notice for this form:**

The personal data you provide in this form will be processed by Triland Metals Limited or Triland Metals MENA Limited (as applicable) as data controller for the purpose of investigating and resolving your data protection complaint. The lawful basis for this processing is compliance with a legal obligation under Section 164A of the Data Protection Act 2018. For full details, please refer to our Privacy Notice at [www.triland.com/privacy-notice/](http://www.triland.com/privacy-notice/)

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This form is issued by Triland Metals Limited. Please contact [dataprotection@triland.com](mailto:dataprotection@triland.com) if you require this form in an alternative format.

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Triland Metals Limited is authorised and regulated by the Financial Conduct Authority.