

**Mr Peter Willson**  
**And**  
**Keyhole Clinics Ltd**

## **DATA COMPLAINTS PROCESS**

**Date 23.12.2020**

# DATA COMPLAINTS PROCESS

Mr Willson and his sole trader company Keyhole Clinics Ltd (“we”) take your privacy concerns seriously. If you have any concerns about the way your information is being handled, please contact Mr Willson without delay who can be contacted at:

Keyhole Clinics Ltd  
The New Victoria Hospital  
184 Coombe Lane West  
Kingston-Upon-Thames  
Surrey  
KT2 7EG

Telephone: 020 3376 9324  
Email: [Secretary@keyholeclinics.com](mailto:Secretary@keyholeclinics.com)

We will carefully investigate and review all complaints and take appropriate action in accordance with Data Protection Legislation. We will keep you informed of the progress of our investigation and the outcome. If you are not satisfied with the outcome, you may wish to contact the Information Commissioner’s Office at <https://ico.org.uk/concerns/>.

Any complaint received by us must be referred to Mr Willson who will arrange for an investigation as follows:

1. A record will be made of the details of the complaint.
2. Consideration will be given as to whether the circumstances amount to a breach of Data Protection Legislation and action taken in accordance with the Data Breach Procedure.
3. The complainant will be kept informed of the progress of the complaint and of the outcome of the investigation.
4. At the conclusion of the investigation Mr Willson will reflect on the circumstances and recommend any improvements to systems or procedures.

Adopted: 19.05.2018  
Reviewed: 23.12.2020

Next review: 2022