

# Data Protection Complaints Procedure

BriefBase Ltd | Company number: 16473340 | ICO registration: ZC007475

Created: 20 May 2026

## Purpose

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This procedure explains how individuals can raise a complaint about the way BriefBase Ltd handles their personal data, and how we will respond.

## How to Submit a Complaint

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If you believe BriefBase has not handled your personal data in accordance with your rights or applicable data protection law, you can submit a complaint by:

- **Email:** [support@briefbase.ai](mailto:support@briefbase.ai)
- **Post:** BriefBase Ltd, 5 Colway Rise, Colway Lane, Lyme Regis, Dorset, DT7 3HJ

Please include your name and contact details, a description of your concern and the personal data involved, and what outcome you are seeking.

## How We Will Respond

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Stage	Timeframe
Acknowledgement	Within 5 working days of receiving your complaint
Investigation	We will review the complaint and gather relevant information
Full response	Within 30 calendar days of acknowledgement

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If the complaint is complex and requires more time, we will notify you within the 30-day window and provide an updated timeline.

## Who Handles Complaints

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Complaints are handled by the founder and data controller:

**Joel Bailey**, BriefBase Ltd

[support@briefbase.ai](mailto:support@briefbase.ai)

## Resolution

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We will respond in writing setting out our findings, any action taken as a result of the complaint, and any steps taken to prevent recurrence.

## Right to Escalate

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If you are not satisfied with our response, or if we have not responded within the timeframes above, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Tel: 0303 123 1113
- Website: [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)

## Review

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This procedure will be reviewed annually or following any significant change to BriefBase's data processing activities.

*Next review due: May 2027*