TSVA Ltd
Data Protection Complaints Notice

Last reviewed: June 2026

About this notice

We take the privacy and security of your personal data seriously. If you have a concern about how we have collected, used, shared, stored or deleted your personal information, we want to hear from you and will do our best to put things right.

This notice explains how to raise a data protection complaint with us, what to expect when you do, and what to do if you are not satisfied with our response.

Your right to complain directly to us is a statutory right under the Data (Use and Access) Act 2025. You do not need to go to the ICO first - we are your first point of contact, though you are always free to contact the ICO directly if you prefer.

Contact details

Responsible person: Tracy Suff, Director

Email: tracy@tsva.co.uk

What is a data protection complaint

A data protection complaint is any concern about how we handle your personal data. For example:

- Incorrect or outdated personal data
- Data shared incorrectly or without permission
- Failure to respond to a data request
- Keeping data longer than necessary
- Receiving marketing after opting out

What a data protection complaint isn't

What does this process not cover:

- General dissatisfaction with the quality of our service, where personal data is not the issue - please contact us at [service contact] and we will do our best to help.
- Billing or payment queries - please contact us at tracy@tsva.co.uk
- Complaints about the outcome of a data subject access request that was handled correctly and on time.

- Complaints about a third party's conduct or professional practice - these should be directed to the relevant professional body or regulator.
- Employment or HR grievances - these follow a separate process, even where a data request forms part of the grievance.

If you are not sure whether your concern is a data protection matter, please contact us anyway and we will help you direct it to the right place.

How to make a complaint

Please email us with:

- Your name and contact details
- Details of your concern
- Relevant dates or information
- Preferred outcome

What happens next

We will acknowledge your complaint within 14 calendar days of receiving it. Day one of that period is the day after we receive it. Our acknowledgement will confirm:

- That we have received your complaint and the date we received it.
- The name of the person who will be handling it.
- What happens next and an expected timescale.

We will investigate your complaint promptly and fairly and keep you informed as much as possible.

We aim to provide a full response within one calendar month, Our response will explain:

- What we investigated and how.
- What we found, and the reasons for our decision.
- What action (if any) we have taken or will take as a result.
- Your right to take your complaint to the ICO if you are not satisfied.

If you are not satisfied

You can contact the Information Commissioner's Office (ICO):

Website: ico.org.uk and Helpline: 0303 123 1113

TSVA Ltd is registered with the Information Commissioner's Office. You can verify this at ico.org.uk/about-the-ico/what-we-do/register-of-fee-payers/