

# ***General Data Protection Regulation (GDPR)***

## ***Complaints Policy***

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### **Purpose**

David Devine t/a Platinum Financial Planning, Platinum Mortgages and Platinum Life (hereunder known as 'We', 'Us', 'Our' or 'Platinum') is committed to providing a quality service for its employees and clients alike, in an open and accountable way. We aim to respond to complaints in confidence and in a prompt, polite manner.

### **Scope**

This procedure addresses complaints from data subject(s) (hereunder known as 'You' and 'Yours') relating to the processing of their personal data, Platinum's handling of requests from data subject(s) and appeals from data subject(s) on how complaints have been handled.

### **Policy Statement**

- Platinum has the contact details of its Data Protection Officer/GDPR Owner published on its website(s) <https://platinummortgages.ie/> and <https://platinumlife.ie/> clearly under the section(s) <https://platinummortgages.ie/privacy-policy> and <https://platinumlife.ie/privacy-policy/>.
- Platinum has clear guidelines on the Complaints Policy page(s) <https://platinummortgages.ie/complaints-procedure/> and <https://platinumlife.ie/complaints-procedure/> and relevant contact details. Any queries or complaints from You will be sent directly to our Data Protection Officer and Managing Director, David Devine.

Platinum clearly provides You with its Privacy Notice by publishing it on its website(s) clearly under the section(s) <https://platinummortgages.ie/privacy-policy> and <https://platinumlife.ie/privacy-policy/> as agreed with the data subject.

- Data subject(s) may submit a claim regarding the following:
  - How their personal data has been processed
  - How their request for access to data has been handled
  - How their complaint has been handled
  - Appeal against any decision made following a complaint.
- Data subject(s) lodging a complaint with David Devine (Data Protection/GDPR Owner) may do via email directly to the David Devine ([david@platinumfinancial.ie](mailto:david@platinumfinancial.ie)) or through the contact form on the company website.
- You may also lodge a complaint in writing. Complaints received by telephone will not be accepted and will need to be in writing.
- We will attempt to resolve Your complaint within 3 business days. If this does not happen We will agree Our next step with You.
- Please include details of Your name and address, a contact telephone number, Your policy or quote number and details of why You are unhappy. This will help Us to respond to You as quickly as possible. If We do not have enough information to investigate Your complaint, Platinum will contact You to ask you for further details. In all cases We will send a written acknowledgement of Your complaint to You within 5 working days of its receipt. In Our

acknowledgement, We will advise You of the name and job title of the person who will be dealing with Your complaint.

- Within four weeks of receiving Your complaint, Platinum will send You either: A final response; or A letter explaining why Platinum are not yet in a position to resolve Your complaint and advising You of when We will be contacting You again.
- By the end of eight weeks after receipt of Your original complaint letter We will send You: A final response; or A letter explaining why We are still not in a position to issue a final response and advising You of when We expect to be able to do so. At this time, if You are dissatisfied with the delay You may seek judicial remedy and refer your complaint to the Office of the Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23.

### **Roles and Responsibilities**

- All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to our Data Protection Officer/GDPR Owner, David Devine
- David Devine is responsible for dealing with all complaints in line with this procedure.

### **Contacts**

- **(Name)** David Devine
- **(Email)** [david@platinumfinancial.ie](mailto:david@platinumfinancial.ie)
- **(Tel:)** 01-2865211
- **(Mob:)** 087-9632854

### **Policy Review**

**Policy Prepared For:** David Devine t/a Platinum Financial Planning, Platinum Mortgages and Platinum Life

- Approved by Board/Management On: 15/04/2020
- Policy Became Operational On: 20/05/2020
- Next Review Date: 20/05/2021