

RSHP Electronic Data Complaint Form

We recognise that we may not always get things right. If something has gone wrong, we want to hear from you.

You can use this form to submit a complaint about how we have handled your personal data or how we have responded to your data protection rights. We take our obligations under the UK GDPR and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025 seriously and welcome the opportunity to put things right.

When we refer to “personal data”, we mean information that relates to an identified or identifiable individual.

This form should not be used for general service complaints that are not directly related to data protection matters.

This form will collect personal data such as your name and contact details. This information will be used to process and respond to your complaint. It will not be shared with any third parties unless we are required to do so for legal or regulatory reasons. Further information about how we process personal data and your rights can be found in our Privacy Policy.

This form is designed to be accessible. If you need assistance or an alternative format, please contact us at dataprotection@rshp.com.

This form can be downloaded as a PDF and sent by email to dataprotection@rshp.com or post to:

RSHP,
The Leadenhall Building,
122 Leadenhall Street,
London, England, EC3V 4AB.

After submitting this form, we will acknowledge your complaint within 30 days. If you are not satisfied with our response, you may contact the Information Commissioner’s Office at www.ico.org.uk. Further information on how to make a data protection complaint can be found at [Make a complaint | ICO](#). Please note that the Information Commissioner’s Office may ask you to complete our internal complaints process before they investigate your concerns.

Your name

Your email address

Your alternative contact method

Description of your complaint *required

Please provide a clear description of your concern, including what happened, when it occurred, and how you believe your personal data was mishandled (for example, unauthorised access, inaccurate data, or lack of transparency)

What outcome are you seeking?

Please tell us what you would like us to do to resolve your complaint.

Supporting evidence (As attachment to the form)

Please provide any documents or information that support your complaint.

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I confirm that the information provided is accurate and that I am the data subject or their authorised representative.

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I consent to RSHP processing the personal data provided in this form to handle my complaint.

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