

## **Data Protection Complaints Process** (first posted on wineGB website version 1.0, 18<sup>th</sup> June 2026)

As a membership organisation, we are committed to protecting the personal data of our members, supporters, volunteers, and partners and patrons. This process explains how you can raise a concern or complaint about how we handle your personal data, and how we will respond.

### **How to raise your complaint**

If you wish to make a Data Protection Complaint to WineGB, there are several ways to do so.

**By email:** [office@winegb.co.uk](mailto:office@winegb.co.uk)

**By Phone:** [01858 467 792](tel:01858467792)

**By writing to this address:**

FAO of the Data Controller for WineGB Ltd.

Wines of Great Britain Limited,  
BGA House,  
Nottingham Road,  
Louth,  
Lincolnshire, LN11 0WB

We do not charge a fee for handling a data protection complaint.

### **What information to give us**

Your name and contact details

Your membership status (if applicable)

A description of your concern

Any relevant dates, documents, or context for your complaint

### **What we will do**

We will acknowledge your complaint **within 30 days** of receiving it.

We will confirm:

that we have received your complaint

a clear point of contact or, if appropriate the name of the person handling it

the next steps in the process

## **This is how we will investigate your complaint**

We will conduct enquiries to understand your concern.

This may include:

- reviewing the data and relevant systems involved
- checking your membership details
- speaking with relevant staff
- checking our policies and legal obligations
- assessing whether any data-protection rights have been affected

We may need to contact you if we need more information and if the investigation takes longer than expected, we will keep you updated.

## **How we will inform you of the outcome of your complaint**

We will provide a written outcome without undue delay. This will include:

- what we found
- whether your complaint is upheld
- any actions we have taken or will take
- information about your further rights

If we identify an error, we will explain how we have corrected it and what steps we are taking to prevent it happening again.

## **Document keeping**

We will retain records of complaints, the investigation, the outcome and any actions arising from the investigation.

## **If you are not satisfied**

If you are unhappy with our response, you may escalate your complaint to the **Information Commissioner's Office (ICO)**:

**Website:** [www.ico.org.uk](http://www.ico.org.uk) **Telephone:** 0303 123 1113

You do not need to contact us first, but we encourage you to do so, to allow us the opportunity to resolve your concern.