

HINTON HOUSE CONSTRUCTION & INTERIORS LTD  
HINTON HOUSE CONSTRUCTION LTD  
Data Protection Complaints Policy  
Last reviewed: June 2026

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## **RAISING A DATA PROTECTION CONCERN**

We take the protection of personal information seriously. If you believe we have mishandled your data or acted in a way that may breach data protection law, you are entitled to raise a complaint with us directly. We would always prefer the opportunity to resolve your concern before you contact the Information Commissioner's Office (ICO), and we are committed to handling all complaints fairly, promptly, and with care.

## **HOW TO CONTACT US**

You can submit a complaint using any of the following:

Email: [complaints@hintonhouseinteriors.co.uk](mailto:complaints@hintonhouseinteriors.co.uk)

Post: 79 Glenfield Avenue, Southampton, Hampshire SO18 4ET

Telephone: 07715 601324

Responsible person: Kerry-Ann Longman, Director and/or Aaron Longman, Director

You do not need to quote legislation or use technical language. Simply explain what has happened and provide as much detail as you can. If anything is unclear, we will contact you to clarify before proceeding.

## **WHAT YOU CAN EXPECT FROM US**

### **Acknowledgement**

We will confirm receipt of your complaint within 30 days of receiving it. This acknowledgement will confirm that we have logged your concern and begun our review.

### **Investigation**

We will investigate your complaint promptly and fairly. This may involve reviewing internal records, speaking to relevant team members, and carefully assessing the information you have provided. The personal data you share with us in connection with your complaint will be used solely for the purpose of investigating and responding to it.

## **Updates**

We will keep you informed of our progress throughout. If the matter is complex or likely to take longer than expected, we will notify you and provide a revised timeframe.

## **Outcome**

We aim to provide a full written response within 30 days of acknowledging your complaint. Our response will set out our findings clearly and detail any actions we have taken or intend to take as a result.

## **RECORD KEEPING**

We maintain a log of all data protection complaints received, including the date of receipt, the nature of the concern, how it was investigated, and the outcome. This forms part of our accountability obligations under UK data protection law (Data (Use and Access) Act 2025).

## **IF YOU ARE NOT SATISFIED**

If you remain unhappy with our response, you may request an internal review by contacting Kerry-Ann Longman or Aaron Longman directly at [complaints@hintonhouseinteriors.co.uk](mailto:complaints@hintonhouseinteriors.co.uk).

You also have the right to raise your concern with the Information Commissioner's Office (ICO) at any time:

Website: [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)

Telephone: 0303 123 1113

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Hinton House Construction and Interiors Ltd | Company No. 15159489

Hinton House Construction Ltd | Company No. 16757970

[www.hintonhouseinteriors.co.uk](http://www.hintonhouseinteriors.co.uk) | [complaints@hintonhouseinteriors.co.uk](mailto:complaints@hintonhouseinteriors.co.uk)