

National Grid UK Pension Scheme

Data protection complaint form

Section A – About You

Full name:

National Insurance number:

Payroll number (if applicable):

Date of birth:

Current address:

Email address:

Telephone number:

Membership information

- I am the member
- I am acting on behalf of the individual

(If acting on behalf of someone else, please complete Section D)

Membership status

- Active member
- Deferred member
- Pensioner
- Beneficiary
- Other (please specify): _____

Section B – Your Data Protection Complaint

Please explain what you believe has gone wrong in relation to how your personal data has been handled:

- Handling of a data subject access request
- Inaccurate personal data
- Excessive or unnecessary use of my data
- Failure to keep my data secure
- Unlawful disclosure of my data
- Retention of my data for too long
- Other (please describe

Description of your complaint

Please include dates, correspondence references (if known), and why you are dissatisfied.

Please provide as much detail as you reasonably can to help the trustees investigate your complaint you may continue on a separate sheet.

Section C – Previous Contact

Have you previously contacted the trustees or administrators about this issue?

- Yes
- No

If yes, please provide details (date, who you contacted, outcome):

Section D -Acting on Behalf of Someone Else (if applicable)

Your (representative's) name:

Address:

Relationship to the individual:

Please attach evidence of your authority to act (e.g. power of attorney).

Section E – Declaration

I confirm that the information provided is accurate to the best of my knowledge. I understand that the information provided on or accompanying this form includes personal data (and may include sensitive personal data) about me and possibly others. I understand that the Trustee will use the above information for the purpose of processing this complaint and I give my consent to the extent that this is required. If applicable, I also confirm my Representative gives their consent to the processing of their personal data to the extent required.

Signature (if submitting by post): _____

Date: _____

How we will handle your complaint

We will acknowledge receipt of your complaint within **30 days** and investigate it **without undue delay**, keeping you informed of progress and the outcome.

Escalation to the ICO

If, once you have received the Trustee's response, you are dissatisfied with the outcome you have the right to complain to the Information Commissioner's Office. See

<https://www.ico.org.uk/make-a-complaint/data-protection-complaints> for further details.

Privacy notice

We will use the information you provide in this form solely to investigate and respond to your data protection complaint, in line with our privacy notice.