

## **World Travel Centre Group GDPR / DUAA Complaints.**

This document had been updated for changes under Section 103 of the Data (Use and Access) Act 2025 implemented on 19<sup>th</sup> June 2026.

### **Key Changes**

The data subject must be made aware of their right to complain and how to do so at the time their data is gathered and it must be in clear plain language. The organisation must also acknowledge the complaint within 30 days of receipt. It must then deal with the complaint and inform the data subject of the outcome 'without undue delay'.

### **Data Processing Complaints Procedure:**

If you wish to complain about any aspect of our data processing please do so by emailing [compliance@worldtravelcentregroup.com](mailto:compliance@worldtravelcentregroup.com)

This is our preferred method but does not negate a data subject's right to complain by any means outlined in the ICO guidance.

Please note that complaints made via Social Media will be referred to the email address above.

We are committed to acknowledging complaints with 30 days, keeping data subjects informed of progress and will explain the outcome once our investigations are concluded.

We may require proof of ID to confirm a data subject's identity.

We may require proof of authority if a complaint is made by a third party on behalf of others.

We may request evidence or supporting information from the data subject (or their authorised representative) in order to fully investigate and resolve the complaint.

We will endeavour to resolve complaints as quickly as possible.

### **Additional Guidance:**

For more information, please refer to [Guidance for the public | ICO](#)