



COMPLAINTS NOTICE

For Customers and the Workforce

In the United Kingdom and the Bailiwick of Guernsey

DP-N-003

1 Who We Are

- 1.1 We are TJ Morris Limited trading as Home Bargains ("we", "us", or "our"). You can find our contract details in Section 5 below, ("**How to Complain**")

2 The Purpose of this Notice

- 2.1 We take our obligations to protect the privacy, rights, and freedoms of those whose personal data we process, very seriously. We are committed to ensuring that we process their personal data compliantly, and in accordance with the law.
- 2.2 If we process your personal data, you have a number of rights and entitlements under the law. These are set out in Section 12 below ("**Your Rights and Entitlements**"). They include your right to complain about how we process your personal data.
- 2.3 The purpose of this Notice is to tell you about your right to complain, and explain how you may do so.

3 What is a Complaint?

- 3.1 For the purpose of this Notice, a complaint is a complaint about how we have collected, used, shared, stored, retained, or otherwise processed your personal data, or about how we have handled a request you have made to exercise your rights under the law.
- 3.2 A complaint may arise where you believe that we have,
- 3.2.1 processed your personal information unlawfully or unfairly;

- 3.2.2 collected more personal data than was necessary;
- 3.2.3 used your personal data for a purpose we did not tell you about;
- 3.2.4 not kept your personal data accurate or secure;
- 3.2.5 kept your personal data for longer than necessary;
- 3.2.6 shared your personal data unlawfully;
- 3.2.7 not complied satisfactorily with your request to exercise your rights in relation to your personal data under the law; or,
- 3.2.8 otherwise not complied with our obligations in relation to your personal data under the law.

4 What is not a Complaint

- 4.1 A complaint is not a complaint under this Notice just because it involves your personal data, for example,
- 4.1.1 dissatisfaction with a product or service;
- 4.1.2 complaints about pricing, refunds, or deliveries;
- 4.1.3 disagreements with commercial or operational decisions;
- 4.1.4 complaints about employees that are not about the processing of personal data; or,
- 4.1.5 contractual or employment disputes, that are not about how we have processed your personal data.

5 How to Complain

- 5.1 You can complain by,

COMPLAINTS NOTICE

5.1.1 submitting a complaint to us via our online portal, at <https://www.tjmorris.co.uk/sar>;

or,

5.1.2 emailing us at DataProtectionEnquiry@tjmorris.co.uk; or,

5.1.3 by writing to us at TJ Morris Limited trading as Home Bargains, Axis Business Park, Portal Way, Gillmoss, Liverpool, L11 0JA.

6 What Happens Once You Make a Complaint?

6.1 Once you make a complaint, we will aim to acknowledge it as soon as possible within 30 days.

6.2 We will review your complaint, and reply to it without undue delay.

6.3 If we require more information in order to review your complaint, or if our review is likely to take longer than anticipated, we will tell you.

7 Verifying Your Identity

7.1 We have strict obligations under the law to safeguard your privacy and personal freedoms. We may therefore need to verify that you are who you say you are. If so, we may ask you to provide us with a copy of your identification that displays your name, for example, a copy of,

7.1.1 the identification page of your passport; or,

7.1.2 your driver's licence; or,

7.1.3 a young person's or senior rail card.

7.2 If your complaint involves CCTV, we may ask you to verify your identity using

photographic identification, so that, if required, we can identify you in any footage.

7.3 You may redact non-essential details, for example, passport number, driving licence number. We only need enough information to verify your identity.

7.4 If we ask you to verify your identity, please do not send us your original document. We cannot guarantee it will not be lost in the post. We will not accept any liability for the loss of any original documents you send us.

7.5 We will only keep a copy of your identification for as long as it is necessary to verify your identity. After that, we will permanently and securely erase it.

7.6 You can provide us with a copy of your identity using the contact details set out above in Section 5 (“**How to Complain**”).

8 Complaining on Someone Else's Behalf

8.1 If you make a complaint on someone else's behalf, we may ask them to confirm that they consent to us sharing their personal data with you. Once again, this is because we have strict obligations to safeguard the privacy, rights, and freedoms of those whose personal data we process.

8.2 If you make a complaint on behalf of a child, we may ask you to verify that you are authorised to act on their behalf.

9 The Outcome of Your Complaint

9.1 After we have reviewed your complaint, we will contact you to tell you the outcome.

COMPLAINTS NOTICE

- 9.2 If we uphold your complaint, or any part of it, if appropriate, we will tell you what we have done, or propose to do, to resolve it.

10 If You are not Satisfied with our Response

- 10.1 If you are not satisfied with our response to your complaint, you can ask us to review it.
- 10.2 You are also entitled to make a complaint to the Information Commissioner's Office ("the ICO"). You can contact the ICO using the contact details on its website, which can be found at <https://ico.org.uk/global/contact-us/contact-us-public/>.

11 Information about How We Process Your Personal Data

- 11.1 Information about which personal data we collect, how we process it, and for how long, the purposes, and on what lawful basis, can be found in our Privacy Notices, if you are part of the Workforce on the Home Bargains portal, or if you are a customer at <https://help.homebargains.co.uk/hc/en-gb/articles/360000965469-How-We-Use-Your-Information>.

12 Your Rights and Entitlements

- 12.1 You have rights and entitlements under the law, including the right to,
- 12.1.1 request access to the personal data we process about you;
- 12.1.2 request rectification of personal data that we process;
- 12.1.3 request that we restrict our processing of your personal data;

- 12.1.4 request that we erase the personal data we process about you;
- 12.1.5 complain to us about how we process your personal data;
- 12.1.6 object to how we process your personal data;
- 12.1.7 object to decisions made solely on the basis of automated decision making;
- 12.1.8 request (where appropriate) portability of your data.

- 12.2 Your rights and entitlements are not absolute. The law contains exemptions to them. If you exercise one or more of your rights and we rely on an exemption, we will tell you which one and why (unless the law permits us not to do so).

- 12.3 If you wish to exercise any of your rights and entitlements, you can do so using the contact details set out in Section 5 above ("**How to Complain**").

- 12.4 You can find further information about your rights and entitlements at <https://ico.org.uk/for-the-public/>.

- 12.5 As well as having the right to complain to the ICO about how we process your personal data, you also have the right to ask a Court to help you to enforce your rights and entitlements.

- End -