TERATAI
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GDPR Complaints Procedure

1. Introduction
You have the right to complain to us if you are dissatisfied with the way we have used your personal data in accordance with the General Data Protection Regulation.

2. How to complain
If you are not happy with any aspect of how we collect and use your data, please contact us first to see if we can resolve it for you.

3. How to make a complaint
You can contact us via email at hello@teratai.co.uk

Please include:

- Your name and contact details
- Details of your concern

4. Our process

A. Logging your complaint
We record the details of your complaint and assess its scope.

B. Acknowledgement
We will acknowledge your complaint within 30 days and explain next steps.

C. Investigation
We will:

- Review relevant records
- Speak with our team or service providers
- Assess compliance with data protection law
- We will keep you updated where appropriate.

D. Outcome
We will inform you of the outcome without undue delay, including:

- Our findings
- Any actions taken

5. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

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The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113