

You can use this form to make a complaint about an organisation's use of your personal information – for example if they have not complied with your rights – or if you want to complain about the way in which they are handling or processing your personal information.

'Personal information' means information that contains your name or something else that could identify you.

Use of the personal information you are submitting

The personal information you provide in this form will be used to handle your complaint and will, therefore, usually be disclosed to the organisation you are making a complaint against. It will not be disclosed for any purpose other than handling your complaint.

We will keep your personal information secure and retain it in accordance with our policy. More information about how we use and retain your personal information can be found at: <https://www.inforights.im/privacy/>

Submitting this form

By email:

1. Complete the form
2. Scan and save
3. Email to ask@inforights.im

By post:

You can submit this form and paper copies of any supporting documents to:

Complaint Handling
Information Commissioner's Office
PO Box 69, DOUGLAS, Isle of Man, IM99 1EQ

In person:

First Floor, Prospect House, Prospect Hill, DOUGLAS, Isle of Man, IM1 1ET

About you

Your full name	
Email address	
Postal address	
Phone (optional)	
Contact preference:	<input type="checkbox"/> Email <input type="checkbox"/> Post

About the organisation

Name of the organisation or the website address your complaint is about

Address of the organisation

Contact details

The full name, email address and phone number of the person in the organisation you have been dealing with (if available)

About your complaint

What is your complaint about?

Accessing my personal information

The organisation ...

- didn't respond to my request
- refused my request
- sent only some of the information I asked for
- took too long to send me my information
- something else – please specify

[Click here to enter text.](#)

The way an organisation is handling/processing my personal information

The organisation ...

- won't delete or remove information it holds about me
- won't correct information it holds about me
- keeps contacting me for marketing purposes
- keeps making automated decisions or profiling me
- has lost my personal information, or hasn't kept it secure
- has used my personal information without my consent
- has used my personal information in a way I didn't expect
- won't let me move my data to another service provider
- something else - please specify below

Date of contact with the organisation

The date you first contacted the organisation to access your personal information or about the handling of your personal information

Information we need

Please provide us with as much information as possible to help us decide how to handle your complaint. You can use additional sheets as necessary.

You must include copies of the correspondence about your complaint that you have already sent to, and received from, the organisation together with any other background information that is relevant to the matter. If we do not think that the information is relevant it will be returned to you.

