

36525-003 Data Protection Complaints Policy

Bosch Legal Entities in the UK are committed to handling your personal data in a way that is fair, transparent, and in accordance with the law. If you are unhappy with how we have handled your data, this policy outlines how you can make a complaint.

How to Make a Complaint

If you have a complaint about how your data has been handled, please contact our Data Protection Complaints Team. This allows us to investigate and resolve the issue as quickly as possible.

Email: DataProtection.UKlre@uk.bosch.com

When you contact us, please provide as much detail as possible about your complaint. This will help us to understand the issue and investigate it thoroughly.

What to Expect From Us

- We will acknowledge the receipt of your complaint within the time period as required by law.
- We will investigate your complaint without undue delay and provide you with an outcome after we have finished our investigation.

Throughout the process, we will;

- Keep you informed of our progress.
- Request any additional information we may need from you in a timely and proportionate manner.

If You Remain Unhappy

If you are not satisfied with the outcome of your complaint, or if you feel we have not handled it appropriately, you have the right to complain to the Information Commissioner's Office (ICO).

The ICO is the UK's independent regulator for data protection and information rights.

You can contact the ICO in the following ways:

- Email: icocasework@ico.org.uk
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Phone: 0303 123 1113

For more information about the ICO and their complaint's process, you can visit their website at ico.org.uk (<https://ico.org.uk/>)