



Data Protection Complaints Process

April 2026

DATA PROTECTION COMPLAINTS PROCESS

We 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 process 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 independent Data Protection Officer (DPO). This allows us to investigate and resolve the issue as quickly as possible.

- Email: dataprotection@mtr.co.uk

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. To help support you with your complaint our policy [here](#) gives further information to support you.

What to Expect From Us

We will acknowledge receipt of your complaint within three working days. We will then investigate your complaint and provide you with a full response within 30 calendar days.

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.
- Provide you with a clear and comprehensive outcome of our investigation.

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: jccasework@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 complaints process, you can visit their website at ico.org.uk