

Data Protection Complaints Procedure

Data (Use and Access) Act 2025

Galaxy Construction Solutions and its subsidiaries (“the Company”) are committed to complying with its obligations under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act (2018) and the Data (Use and Access) Act 2025.

We are committed to protecting the personal data of our employees, workers, customers, suppliers, contractors and other individuals whose personal information we process. This complaints procedure explains how individuals can raise concerns about the way the Company has collected, used, stored, shared and processed personal data.

Scope of the document:

We are committed to taking concerns regarding the handling of personal data seriously and aim to investigate and resolve complaints fairly, promptly and transparently.

Examples of complaints raised may include:

- Concerns that your personal data has not been handled securely
- Difficulties in exercising your rights under the UK GDPR or Data Protection Act 2018
- Your personal data being retained for longer than you consider necessary.

How to make a complaint?

Complaints should be submitted in writing by email or post and should include the following information to assist our investigation:

- Your full name and address
- The nature of your complaint
- The date the issue occurred
- What outcome you are seeking
- Copies of any evidence to support your complaint, if applicable.

Complaints Process:

Complaints should be submitted to the relevant Branch Director. The relevant contact details can be found on the Galaxy Insulation and Dry Lining website under “Our Branches” section and your email/ letter should be titled “FAO: Branch Director”. Alternatively, you may submit a message through the website contact form, clearly marked: FAO: Branch Director.

We will acknowledge your complaint and are committed to replying to all queries raised within 30 days from receipt of the complaint. Where this may be a complex query, we will keep you informed of progress and any revised timescales.

Escalation:

If you are dissatisfied with the outcome of the initial investigation or have not received a reply to your complaint, you may request a review by escalating the complaint to and emailing accounts@galaxyinsulation.co.uk and address it to:

FAO: Tracy Shepherd, CEO

Or send via postal address to: *Galaxy Construction Solutions, FAO Tracy Shepherd, MBP4 Meadowhall Business Park, Carbrook Hall Road, Sheffield, S9 2EQ.*

Following the completion of the investigation, you will receive a response explaining the outcome of the complaint, what has been done to resolve this, and where appropriate, it will confirm any actions taken as a result of the complaint.

Confidentiality

All complaints will be handled confidentially. Information relating to a complaint will only be shared with individuals who require access to investigate, manage or resolve the matter. Personal data collected during the complaints process will be handled in accordance with the Data Protection Policy.

Roles and Responsibilities

The Directors have overall responsibility for ensuring this procedure complies with our legal and ethical obligations, and that the appropriate resources are available to investigate and resolve complaints.

Managers are responsible for supporting investigations and ensuring that employees understand and comply with data protection requirements.

All employees, workers and contractors are responsible for reading, understanding and complying with this procedure and assisting with investigations where required.

Recording and Monitoring

Reports of any complaint will be elevated as required, to the CEO of Galaxy Construction Solutions, if not previously escalated.

Policy Review

This policy along with other related supporting policies and procedures in use will be regularly reviewed and revised as and when necessary.



Tracy Shepherd
CEO
Galaxy Construction Solutions

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