

Data Protection Complaints Procedure

Controller: NYX LIMITED (company no. 17261427), 70 Clarkehouse Road, Sheffield, England, S10 2LJ. **Contact:** customerservice@nyxlimited.com

*This procedure implements the data-protection **complaints-handling requirement under the Data (Use and Access) Act 2025**, which commenced **19 June 2026**. Under it, you have the right to complain to us if you think we have not handled your personal data in line with UK data protection law, and we must operate an accessible complaints procedure, acknowledge your complaint within 30 days, investigate without undue delay, keep you informed, and tell you the outcome.*

How to make a complaint

You can complain **by any of these routes**. We accept complaints through the routes below, and we will not reject a complaint merely because it does not use the structured form. We will also accept a data protection complaint however it reaches us; if you contact us through a public or less secure channel, we may ask you to continue by email or post so that we can protect your information. The routes are:

1. **Structured complaint (preferred — copy the form into an email):** copy the form below, fill it in, and email it to customerservice@nyxlimited.com with the subject line "**Data Complaint**". (This copy-into-an-email template is the structured electronic route. Where our website — nyxai.uk — hosts a web version of this form, either route is accepted.)
2. **Email (free text):** customerservice@nyxlimited.com, subject "**Data Complaint**".
3. **Post:** Data Protection Complaint, NYX LIMITED, 70 Clarkehouse Road, Sheffield, England, S10 2LJ.

Complaint form

DATA PROTECTION COMPLAINT — NYX LIMITED

1. Your name:
2. How we should reply to you (email or postal address):
3. Date of this complaint:
4. What happened — describe the issue with how we handled your personal data:
5. What personal data is involved (if you know):
6. When did it happen (approx. date/period)?
7. What outcome would you like (e.g. erasure, correction, an explanation, that we stop a processing activity)?
8. Any reference numbers or previous correspondence with us:

What we will do

1. **Acknowledge** your complaint **within 30 days** of receiving it.

2. **Investigate** the substance of your complaint without undue delay, making enquiries where appropriate.
3. **Keep you informed** of the progress of your complaint.
4. **Tell you the outcome** of our investigation **without undue delay**, including what we found and any action we have taken.
5. **Keep records** of when each complaint is received, how and when it was acknowledged, the steps taken, and the outcome (the ICO may ask to see these).

Your right to complain to the regulator

Complaining to us does not affect your right to complain to the supervisory authority at any time.

You can contact the **Information Commissioner's Office (ICO)**:

- Website: <https://ico.org.uk/make-a-complaint/>
- Helpline: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

NYX LIMITED is registered with the ICO (registration number **ZC167877**).

This procedure forms part of, and should be read with, our [Privacy Policy](#).