

Data Protection Complaints Procedure

At Tyk, we are committed to handling personal data responsibly and in accordance with applicable data protection laws. This procedure sets out how individuals may raise a formal complaint with us regarding the way in which their personal data has been processed, what they can expect from us during the complaints process, and the options available to them should they remain dissatisfied with our response

How to Submit a Complaint

A data protection complaint may be submitted to us at any time. Complaints should be addressed to the Data Protection Officer using one of the following methods:

Email: compliance@tyk.io
Post: Data Protection Officer,
Tyk Technologies Ltd,
199 Bishopsgate, Broadgate, London, EC2M 3TY

Complainants are not required to use a specific form or follow a prescribed format. A clear written description of the concern, together with the outcome sought, is sufficient.

Under the Data (Use and Access) Act 2025, complainants have the right to bring a complaint to us directly before referring the matter to the Information Commissioner's Office (ICO). We ask that you do this so we have the opportunity to address the concern before any regulatory escalation.

Our Commitments to Complainants

Once we receive your complaint, we commit to the following:

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| ✓ | We will acknowledge your complaint within 30 days of receiving it. |
| ✓ | We will keep you updated on the progress of our investigation. |
| ✓ | We will tell you the outcome of your complaint without undue delay. |
| ✓ | We will address each point of your complaint individually in our response. |
| ✓ | Where a complainant remains dissatisfied following our response, Tyk will provide information on how to escalate the matter further. |

What Happens After You Complain

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| 1 | Receipt of Complaint | The complaint is logged on the date of receipt. The 30-day acknowledgement period commences immediately. |
| 2 | Acknowledgement | A written acknowledgement is issued within 30 days of receipt, confirming that the complaint has been received and identifying the person responsible for handling it. |
| 3 | Investigation | All relevant facts are considered, appropriate personnel are consulted, and the personal data held about the individual is reviewed. Where clarification is required, Tyk will contact the complainant promptly. |
| 4 | Outcome Notification | A written response is provided setting out the outcome of the investigation, addressing each point raised, explaining the basis for the conclusion reached, and confirming any remedial action taken or proposed. |

Complaints Submitted on Behalf of Another Individual

Where a complaint is submitted on behalf of a third party, for example, a family member or a person for whom the complainant holds legal authority. Tyk is required to verify that the person submitting the complaint is duly authorised before any personal data relating to the data subject may be discussed.

We may ask you to provide one of the following forms of authorisation:

- A signed letter of authority from the individual concerned identifying the representative by name.
- A copy of a lasting power of attorney (LPA) covering the relevant matters.
- Other formal documentation confirming the representative's legal authority to act on behalf of the data subject.

This requirement will be raised at the earliest opportunity. It serves to protect the personal data of the individual concerned and to ensure that disclosures are made only to authorised persons.

Escalation to the Information Commissioner's Office

Where a complainant is not satisfied with our response, or where Tyk has failed to respond within 30 days of receiving the complaint, the individual has the right to refer the matter to the Information Commissioner's Office (ICO), the independent regulatory authority responsible for upholding data protection rights in the UK.

Information Commissioner's Office (ICO)

Website: ico.org.uk/make-a-complaint

Telephone: 0303 123 1113

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Under the Data (Use and Access) Act 2025, the ICO will normally expect you to have raised your complaint with us first before it investigates.

Further Information

For further information on how Tyk collects, uses, and retains personal data, please refer to our Privacy Policy.

Where an individual has a general query regarding their personal data that does not constitute a formal complaint, they may contact our Data Protection Officer directly at compliance@tyk.io.