

Confidentiality

All information and documentation shared either verbally or in writing with Formal Grievance Disputes (www.formalgrievancedisputes.com) is private and confidential and will not be shared with any third parties.

Complaints

Any complaints should be brought to the attention of Malcolm Glazier in writing via the email address on this website.

General Data Protection Regulation (GDPR)/ DPA 1998

For the avoidance of doubt, no information is shared with any third parties and/or sold on.

Cloud

We do not keep client's personal data on our computer hard drive. For the avoidance of doubt, client's personal and sensitive data is held in a cloud-based system. The cloud system used by us is compliant under the General Data Protection Regulation.

Sensitive Personal Data

All personal / sensitive data will be deleted – (i) at your request; (ii) when you inform us that you no longer need our services, (iii) or in compliance with The General Data Protection Regulation.

Consent

In accordance with Article 7 of The General Data Protection Regulation 2018 (GDPR) the recipient's Formal grievance disputes will ask for your written consent to access certain documents, which may contain your personal sensitive data. Given the necessity for the performance of the task in assisting you, we will need to process (as necessary) your personal data in order to protect your vital interests. You understand you have the right to withdraw this consent

Concerns / Complaints

Malcolm Glazier is the point of contact should you have any concerns or questions regarding your personal data, he can be reached during business hours on Malcolm
<malcolmglazier@hotmail.co.uk>