

1. Scope

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Mr Marine Group BV's handling of requests from data subjects, and appeals from data subjects on how complaints have been handled.

2. Responsibilities

- 2.1 All Employees/Staff are responsible for ensuring any complaints made in relation to the scope of this procedure are reported to the Data Protection Officer / GDPR Owner.
- 2.2 Data Protection Officer / GDPR Owner is responsible for dealing with all complaints in line with this procedure.

3. Procedure

- 3.1 Mr Marine Group BV has the contact details of its Data Protection Officer / GDPR Owner published on its website *mr.marinegroup.com/contact/* , clearly under the 'Contact us' section.
- 3.2 Mr Marine Group BV has clear guidelines on this page *mr-marinegroup.com/gdpr/*, that enable the data subject to lodge a complaint.
- 3.3 Mr Marine Group BV clearly provides data subject(s) with the privacy notice by publishing it on its website *mr.marinegroup.com/gdpr/* clearly under the 'Contact us' section and relative to the complaints form submission.
- 3.4 Data subjects are able to complain to Mr Marine Group BV about:
 - 3.4.1 how their personal data has been processed
 - 3.4.2 how their request for access to data has been handled
 - 3.4.3 how their complaint has been handled
 - 3.4.4 appeal against any decision made following a complaint.
- 3.5 Data subject(s) lodging a complaint with the Mr Marine Group BV's Data Protection Officer / GDPR Owner are able to do so by following the instructions mentioned at *mr-marinegroup.com/gdpr/*
 - 3.5.1 Complaints received via the *contact form* are directed to the Data Protection Officer / GDPR Owner for resolution.
 - 3.5.2 Complaints are to be resolved within *30 days*.
 - 3.5.3 Appeals on the handling of complaints are to be resolved within *30 days*.
- 3.6 If Mr Marine Group BV fails to act on a data subject's access request within *30 days* or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. Mr Marine Group BV will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, Mr Marine Group BV provides the data subject(s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

COMPLAINTS PROCEDURE (TIER 2)

Document Control

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Document Owner and Approval

The Data Protection Officer / GDPR Owner is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the GDPR.

A current version of this document is available to all members of staff on the *company's shared drive*.

This policy was approved by the Chief Operations Officer on 10/11/2023 and is issued on a version-controlled basis under the signature of the Chief Operations Officer (COO).

Signature:



Date: 14/11/2023

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	Mihnea Radulescu	10/11/2023