

Amey OS Pension Scheme Personal Data Complaints Procedure

The Data (Use and Access) Act 2025 requires pension schemes to establish a procedure for handling complaints about data protection. This Announcement sets out the formal procedure for complaining if you consider that, in connection with your personal data, there has been a breach of data protection law.

How to complain

If you consider that there has been a breach of data protection law in connection with your personal data, you may complain either by emailing the Trustee at matt.riley@zedra.com or by writing to the Trustee at

ZEDRA Governance Limited
Merlin House
Brunel Road
Theale
Reading
RG7 4AB.

Please include as much detail as possible about what you are complaining about, when the issue you complained about occurred, whether this was an isolated problem or part of a wider pattern and what harm you believe that you have suffered.

What we will do next

The Trustee will acknowledge your complaint in writing within 30 days of receiving it. If the Trustee needs to clarify what you are complaining about, the Trustee will do so as quickly as possible.

The Trustee will then make necessary enquiries without undue delay and keep you informed of progress as appropriate. If the decision is likely to take some time, wherever possible the Trustee will provide you with a date for when the Trustee expects to finish their investigation. The Trustee will tell you the outcome of your complaint without due delay.

If you are still dissatisfied

The Trustee hopes that they are able to resolve your concerns. If you remain dissatisfied, however, you may take your complaint to the Information Commissioner's Office via their website here: [Make a complaint | ICO](#) or by calling them on 0303 123 1113.

For and behalf of The Trustee of the Amey OS Pension Scheme

June 2026