

DATA (USE AND ACCESS) ACT 2025 · FREE GUIDE

Every agency now needs a data-protection complaints process

From **19 June 2026**, the Data (Use and Access) Act 2025 adds a complaints duty for every organisation that handles personal data — including letting agents and landlords. It's a **one-time, organisation-level** set-up, not a per-property job. This guide explains exactly what it asks for, and gives you a white-label template you can adopt today.

19 Jun 2026 the complaints duty applies	30 days to acknowledge a complaint	Once per organisation, not per property
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Inside: the duty in five steps · why it applies to lettings · how it differs from your Rent Smart Wales policy · an adoptable complaints procedure, privacy-notice wording and a complaints register.
Informational only — not legal advice. HouseComply records and stores; it does not assess or certify your data-protection compliance.

The complaints duty, in plain terms

The Data (Use and Access) Act 2025 ("DUAA") amends UK data-protection law. One change is a specific **complaints duty**: organisations that process personal data must make it straightforward for people to complain about how their data is handled, and must respond within a set time.

For a letting agent or landlord, the personal data in question is your applicants', contract-holders' and landlords' information — referencing, ID, payment and tenancy records.

The duty, in five steps

- 1 **Operate a documented data-protection complaints process** — written down, not "we'd deal with it".

- 2 **Give people a direct way to complain** about your handling of their personal data — a named route (email or form).

- 3 **Acknowledge a complaint within 30 days** of receiving it.

- 4 **Investigate without undue delay** and keep the complainant informed of progress and outcome.

- 5 **Say so in your privacy notice** — tell people they can complain to you directly as well as to the ICO — and **keep records** of complaints and how they were resolved.

SCOPE

Why it applies to letting agents and landlords

The duty is organisation-level and turns on whether you process personal data — **not** on how many properties you manage. Specifically for lettings: you reference applicants, run credit and ID checks, hold tenancy and payment records, and share data with landlords, deposit schemes and contractors.

That makes you a data controller, and the complaints duty applies to your business as a whole — **once**, not per property or per tenancy.

It's separate from your Rent Smart Wales service-complaints policy. Rent Smart Wales already expects a complaints / redress procedure for your *lettings service*. The DUAA duty is about *personal data*. They're different obligations — you need both, and one does not satisfy the other. They can point to different routes and people.

How HouseComply helps

We give you a ready-to-adopt template — the procedure, privacy-notice wording, and a complaints register — and we record that you've put a process in place, alongside your Rent Smart Wales working practices.

What HouseComply does — and doesn't. HouseComply can record that you've put a process in place and store your template. It does **not** assess or certify your data-protection compliance. The process you adopt is your own; you're responsible for its content and for following it in practice. This guide is informational only and is not legal advice.

Data-protection complaints procedure

A white-label procedure you can adopt. Replace every **[bracketed field]** with your own details, date it, and publish it. Keep it under review.

1 · Purpose & scope

This procedure explains how to complain about how **[Agency / company name]** handles your personal data, and how we respond. It applies to applicants, contract-holders / tenants, guarantors and landlords whose personal data we process.

2 · How to make a complaint

Contact our data-protection contact: **[Name / role]**, **[email]**, **[postal address]**. Please tell us your name, your contact details, and what your complaint is about.

3 · What we will do

We will acknowledge your complaint **within 30 days** of receiving it. We will investigate without undue delay and keep you informed of progress and of the outcome.

4 · Your right to the ICO

You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk or 0303 123 1113. The ICO normally expects you to raise your complaint with us first and may ask you to do so before it takes the matter further — so please give us the chance to put things right.

5 · Records

We keep a record of complaints we receive and how they were resolved.

Version **[v1.0]** · Adopted **[date]** · Owner **[name / role]** · Review by **[date]**

Add this to your privacy notice

A short paragraph that satisfies step 5 (telling people they can complain to you, and to the ICO). Drop it into your existing privacy notice.

"If you're unhappy with how we handle your personal data, you can complain to us directly — contact [\[data-protection contact, email\]](#). We'll acknowledge your complaint within 30 days and keep you informed of the outcome. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk — though they normally expect you to raise it with us first."

Keep a simple register

One row per complaint. This is the record step 5 asks for — keep it wherever you keep your compliance paperwork (or store it against your account in HouseComply).

Ref	Date received	Complainant	Summary	Acknowledged	Action taken	Outcome	Closed
001							
002							
003							
004							

Reminder. HouseComply provides these templates and records that you've adopted a process. It does not assess or certify your data-protection compliance — the content and operation of the procedure are your responsibility. Not legal advice.

Sources & verification. The Data (Use and Access) Act 2025 received Royal Assent on 19 June 2025; its data-protection provisions, including complaints-handling duties, are published by the UK Government at gov.uk, with controller guidance from the Information Commissioner's Office at ico.org.uk. Verify current commencement dates and detail against the primary sources before relying on this guide.