

How to make a data protection complaint to Cochlear UK

Your right to complain

You have the right to complain if you think Cochlear UK has not handled your personal information properly.

This includes concerns about how we:

- collect your personal data
- use or share it
- store or protect it
- respond to your data protection requests

This right is set out in the UK Data (Use and Access) Act 2025 and applies to anyone whose personal data we process.

How you can contact us

You can make a data protection complaint in any way that is easiest for you. You do not need to use a specific form or legal language.

You can contact us:

- **By email:** privacy@cochlear.com
- **By post:**
Cochlear UK
6 Dashwood Lang Road
Bourne Business Park
Addlestone, Surrey KT15 2HJ
Please mark your letter for the Customer Service Team, or the People & Culture Team if you are a current or former UK employee.
- **By phone:**
01932 263640
- **Through our website:**
www.cochlear.com/uk/en/connect/contact-us

You may also contact us through our online contact forms or social media channels.

You can complain in writing or verbally. We will accept and handle complaints received through any of these channels.

What happens after you complain

We aim to handle complaints fairly, clearly and without unnecessary delay. This is how the process works:

Step 1 – Acknowledgement

We will confirm that we have received your complaint within 30 calendar days.

Our response will explain:

- who is handling your complaint
- what we will do next
- when you can expect further updates

Step 2 – Investigation

- We will review your complaint carefully and gather the relevant information.
- If we need more details from you to understand the issue, we will contact you.
- We aim to provide a response within one calendar month (30 days) where possible.

Step 3 – Updates

If we need more time, we will keep you informed so you know what is happening and why.

Step 4 – Outcome

Once our review is complete, we will tell you the outcome without undue delay.

We will clearly explain:

- our decision
- any action we have taken or will take
- how we reached our conclusion

We will use clear, plain language throughout the process.

If you are not satisfied – contact the ICO

If you are unhappy with how we have handled your complaint, or with our final response, you have the right to complain to the UK Information Commissioner’s Office (ICO).

ICO contact details:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
United Kingdom

- Telephone: 0303 123 1113
- Email: casework@ico.org.uk
- Website: www.ico.org.uk

You can find more information about making a complaint here:

<https://ico.org.uk/make-a-complaint/>

Important information

This complaints process is only for data protection concerns.

For other issues (such as product support or general customer service), please use our standard customer service channels.

For more information about how we handle your personal information, or if you want to exercise your data protection rights (for example, to access, correct or delete your personal data, or to object to processing), please see our [Privacy Notice](#) or contact us at privacy@cochlear.com.

This notice is provided to meet the requirements of the UK Data (Use and Access) Act 2025 and the UK GDPR.

D2460974 V1-01

Effective date: 19 June 2026