



DPCP Version 1: June 2026

Data Protection Complaints Procedure

Details

This policy sets out the approach that LKAB Minerals Limited will take when handling complaints relating to data protection. It applies to all individuals that interact with the company.

Submitting a complaint

If you believe we have mishandled your personal information, you have the right to make a complaint. This includes concerns about how your data has been collected, used, shared, or stored.

You can contact us at any time by emailing the Data Protection Officer (DPO) at the following email address: data.lkabmineralsltd@lkab.com

Please include:

- what happened
- when it happened
- how it has affected you
- any documents or evidence you feel are relevant

This helps us understand the issue and respond more quickly.

What happens after you send your email

We will:

- acknowledge your complaint
- review the information you've provided
- let you know if we need anything else from you

Your complaint will be handled confidentially and fairly.

Investigation process

Our DPO will:

- review the details of your complaint
- check the relevant systems, records, and processes
- speak with staff involved (if needed)
- assess whether your data protection rights have been affected



We aim to complete all investigations within **30 days**. If your case is complex and we need more time, we will keep you updated.

Our response to you

Once the investigation is complete, we will send you a written outcome explaining:

- what we found
- whether a data protection breach occurred
- what steps we are taking to put things right
- what we are doing to prevent similar issues in future

If we made a mistake, we will acknowledge it and take corrective action.

If you're not satisfied with our response

If you are unhappy with our response, you can:

- ask us to review the decision
- contact the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection (www.ico.org.uk +44(0) 303 123 1113)

You do not need to contact us first, but we would appreciate the chance to resolve your concern.

How we use complaints to improve

We regularly review all complaints to identify:

- patterns or recurring issues
- areas where staff may need more training
- improvements to our policies or systems

Your feedback helps us strengthen our data protection practices.

Changes to this procedure

We may update this procedure from time to time to ensure that it remains consistent with data protection legislation and other regulatory guidance.