

PERSONAL DATA RIGHTS AND COMPLAINTS

How to exercise your rights or make a data protection complaint

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1. Your Personal Data, Your Rights

You may ask Ferex Group how your personal data is used, exercise a right available under applicable data protection law, or make a complaint about how we have handled your personal data. You do not have to use a particular form or legal wording.

Depending on the circumstances, you may request access, correction, erasure, restriction, portability, object to certain processing, withdraw consent, or ask for safeguards relating to a solely automated significant decision. Rights may be subject to legal conditions or exemptions.

2. Before You Send a Request

- We use sufficient details to understand your request and locate the relevant records.
- We request a passport, national identity card or other sensitive identity document only where necessary and through a secure, purpose-specific channel.
- When you act for another person, we establish your authority and request proportionate evidence where necessary.
- We accept routine corrections and communication preferences through your usual Ferex Group contact.
- A rights request is normally free. A fee or refusal applies only where the law permits.

3. Information to Include

Information	Requirement and guidance
Full name	Required.
Email address or other contact method	Required so we can communicate securely.
Organisation and position	Optional unless relevant to locating business records.
Telephone number	Optional.
Country of residence	Optional; provide where relevant to identifying applicable rights.
Relationship with Ferex Group	Optional: Website visitor / customer contact / supplier contact / adviser / applicant / other.
Request type	Access / correction / erasure / restriction / portability / objection / withdraw consent / automated-decision safeguards / other.
Complaint	If complaining about how personal data was handled, describe the event, concern and desired outcome.
Details	Required: identify the information, interaction, account, transaction, date range or correspondence concerned.
Preferred response method	Optional: secure email / post / another available accessible method.

Co-Headquarters

 London, United Kingdom |  Amsterdam, Netherlands

Regional Offices

 İstanbul, Türkiye |  İzmir, Türkiye



Ferex Group receives identity documents only when specifically requested through a secure, purpose-specific route; the general Website form and ordinary email are not used for that purpose.

4. Identity and Security

We may ask for limited additional information where reasonably necessary to confirm identity, locate information or verify a representative. We will explain what is needed and how to provide it securely. We will not request more than is proportionate to the risk and nature of the request.

5. What Happens Next - Rights Requests

- We will record and assess the request and identify the applicable legal framework.
- We may ask for clarification where reasonably necessary or proportionate identity verification where we have reasonable doubts.
- Under the UK GDPR, we respond without undue delay and normally within one month after the applicable time period starts.
- Where permitted for a complex request or multiple requests, the period may be extended by up to two further months. We will tell you within the initial month and explain why.
- If we cannot fulfil all or part of a request, we will explain the reason and available complaint rights unless the law restricts us from doing so.

6. What Happens Next - Data Protection Complaints

A complaint is different from exercising a statutory right. We will acknowledge a data protection complaint within 30 days. Without undue delay, we will make appropriate enquiries, keep you informed and tell you the outcome. If a message contains both a complaint and a rights request, we will handle each under its applicable process and time limit.

7. Submit or Contact Us

You may submit a request or complaint by email to info@ferexgroup.com or by post to: Privacy Contact, FEREX GLOBAL TRADING GROUP COMPANY LIMITED, Office 3, Lower Ground Floor, 88 Cambridge Street, London, England, SW1V 4QG.

General partnership, careers and business enquiry channels are not used to receive identity documents or other sensitive material. Where verification is necessary, Ferex Group provides a suitable secure route.

You may also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint. Please see our Data Privacy Notice for further information.

8. How We Use Request Information

Information submitted for a rights request or complaint is used to identify, manage and document your request or complaint, communicate with you and meet our legal obligations. It is protected, shared only where necessary and kept in accordance with our retention criteria. It is not used to obtain marketing consent.

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