



GENERAL COMPLAINTS POLICY

Evouchers Limited trading as Holiday Activities (“**Holiday Activities**”, “**we**” or “**us**”) takes complaints very seriously, we aim to resolve any issues as quickly as possible to provide an excellent customer experience. In addition, any issue raised provides valuable insights into how we can improve and enhance our products and services, and address any concerns regarding the consistency and quality of our business operations.

To ensure transparency and efficiency, we have implemented a comprehensive General Complaints Policy (“**Policy**”) that covers the following areas:

1. **Definition of a complaint:** We have clearly defined what constitutes a complaint to ensure that all concerns are appropriately addressed.
2. **Making a complaint:** We have established a process for customers to make complaints, ensuring their feedback is received and acknowledged, and the people handling the complaints are sufficiently knowledgeable and trained.
3. **Recording complaints:** We maintain a systematic approach to record and document all complaints received, allowing us to track and analyse them effectively.
4. **Confidentiality:** We understand the importance of maintaining the confidentiality of our customers' complaints. Therefore, we have implemented measures to safeguard the privacy of all parties involved.
5. **Review process:** The timescales for the review of the document

We hope this information provides you with a clear understanding of our commitment to address complaints. If you have any further questions or require assistance, please do not hesitate to contact us.

Policy Scope

Our Policy provides an opportunity for customers to express their concerns when we may have fallen short of their expectations, and it allows our sufficiently knowledgeable and trained staff to handle and address these issues appropriately.

Please note that this Policy does not apply in cases where the complaint is unrelated to the actions or decisions of Holiday Activities, or if the same complaint has already been resolved.

At Holiday Activities, we are committed to treating all individuals who wish to make a complaint equally and fairly, ensuring no one is disadvantaged. We are open to considering reasonable adjustments to support making and responding to complaints. Examples of such adjustments include not requiring complaints to be submitted in writing and allowing additional time to provide information or comments on a complaint.

We do not assume the specific reasonable adjustment that an individual may require, but we are willing to consider any requests and make appropriate adjustments accordingly. If you would like to request a reasonable adjustment, please inform Holiday Activities and let us know the specific adjustment you need. We will carefully consider your request.

How to make a Complaint

Customers who wish to make a complaint can do so in writing or via the telephone. Upon receipt of your complaint, we will register it in our system and assign a unique reference number to it.

We will acknowledge your complaint within three working days and provide you with a unique reference code. The acknowledgement will be sent to the email address you have provided or, if requested, to your home address. Please note If we do not have valid contact details, it may not be possible to process your complaint within the specified timeframes.

Our goal is to respond to complaints within 10 (ten) working days of receiving them. However, in some instances where the complaint is complex and requires a thorough investigation, it may take longer. If we cannot provide you with a resolution within the initial 14-day period, we will send you a progress update and inform you of a new timeframe for when you can expect a resolution.

To ensure timely processing, we ask that you submit your complaint as soon as possible and within 30 days of the incident occurring. You can send your complaint to us via email at enquiries@evouchers.com or by post to the following address:

Evouchers Ltd
Furlong House,
2 Kings Court,
Newmarket,
CB7 8SG

Alternatively, you can also contact us by telephone on 01638 438311.

How Complaints will be Recorded

Complaints will be recorded on a complaint Log and kept on file for 36 months. The details that will be retained will be:

- Date of complaint
- Copy of the complaint
- Copy of any correspondence
- The outcome of the complaint
- Details of any corrective action required

All personal data will be redacted in line with UK GDPR requirements.

Confidentiality and Data Protection

All complaints will be dealt with in accordance with the requirements of the UK General Data Protection.

We will only process personal information about you in accordance with the UK "Data Protection Legislation", which includes all applicable data protection and privacy legislation in force from time to time in the UK including without limitation the UK GDPR; the Data Protection Act 2018 (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended; and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic

communications); and the guidance and codes of practice issued by the Commissioner or other relevant regulatory authority and which are applicable to a party.

We have an Information Security Compliance Team in place to oversee all matters relating to data protection and information security. We also have a Data Protection Officer responsible for overseeing questions concerning how we process and store personal data. If you have any questions about this, including any requests to exercise your legal rights, please contact the Data Protection Officer via email at data@evouchers.com or by post to the following address:

FAO Data Protection Officer
Evouchers Ltd
Furlong House,
2 Kings Court,
Newmarket,
CB7 8SG

Our ICO registration number is: ZB504479

More information about your rights concerning the use of your personal data is available within our privacy notice found on our website <https://www.HolidayActivities.com/privacy/>.

If you have any complaints regarding your personal data, please email data@evouchers.com.

Review Period

This policy will undergo regular reviews, which will occur no later than three years after its approval. If a review becomes necessary due to legislation, it will be conducted promptly.

The Complaint Log will also be reviewed every three months to identify trends and training opportunities based on customer feedback from complaints.

Policy Change Notes

These policy change notes describe the revision history of this document including any changes/updates made between versions.

Date	Comments	Author	Approver	Version
January 2025	V1	Evouchers team	Legal Team	1