

COMPLAINT HANDLING POLICY

Michelin Tyre PLC is committed to safeguarding your personal information and being clear and transparent about what we collect and how it is used. We also ensure that data protection complaints are handled in line with our obligations, in a manner that is accessible, fair, transparent and timely.

This policy outlines our approach to handling data protection complaints. It should be read together with our privacy policy which can be found [here](#). It applies to all employees, workers, contractors and third parties acting on our behalf and it covers complaints from any data subject or their authorised representative.

We will handle complaints confidentially and with care. We only share information where appropriate to investigate and resolve the complaint, as required or authorised by law or otherwise in accordance with our privacy policies.

1. ROLES AND RESPONSIBILITIES

Our Data Protection Officer oversees how data protection complaints are handled. They will involve relevant teams across the business where needed, depending on the nature of the complaint.

All our staff have a role to play and are responsible for recognising a data protection complaint, passing it promptly to the Data Protection Officer OR the Legal Department by emailing legal.general@michelin.com, and supporting the investigation where asked.

We aim to work with all our staff to ensure that they are appropriately trained so complaints are handled consistently and in accordance with this policy.

2. BEING CLEAR AND TRANSPARENT

We want to make it easy to understand how to raise a data protection complaint. Information about our process will be available through our privacy notices, website, and other appropriate channels. Using clear and straightforward language, we will explain how our data protection complaints process works and what individuals can expect from us, as well as, how and where a complaint can be made.

3. HOW DO INDIVIDUALS SUBMIT A COMPLAINT?

Complaints can be submitted through a range of channels so that individuals can choose what works best for them. Individuals can submit a complaint by:

- using our online 'contact us' form which can be found on our website [here](#) (UK) or [here](#) for ROI;
- emailing legal.general@michelin.com;
- writing to Michelin Tyre PLC, Campbell Road, Stoke-on-Trent, ST4 4EY;
- using our live chat or another digital channel where available.

To help us resolve complaints more quickly, we may encourage use of our dedicated channels, particularly the online complaint form. However, individuals can raise concerns through any of our contact routes, and we will make sure they are directed to the right place.

Where a complaint is made through social media or another insecure public channel, we will ask the complainant to continue the complaint through a more secure method to protect their data.

4. COMPLAINTS THAT COVER OTHER ISSUES

Sometimes complaints may raise both data protection and non-data protection concerns. In these cases, we will handle the data protection aspects under this policy and any associated procedures. Any other issues will be addressed under the relevant customer complaint, grievance, employment or other applicable procedures.

5. OUR COMPLAINTS PROCESS

5.1. REQUESTING ADDITIONAL INFORMATION

Some complaints are straightforward and can be resolved quickly. Others may need more investigation. Where necessary, we may ask the complainant for additional information, including information to verify their identity or to clarify the scope of the complaint. We will only request information that is reasonable and proportionate and will not request more information than we require.

If someone is acting on behalf of the complainant, we may ask for evidence (such as a signed authority or power of attorney). We cannot proceed without appropriate confirmation, but we will explain clearly what is needed and why.



5.2. COMPLAINTS INVOLVING OUR PROCESSORS OR PARTNERS

If a complaint received by us relates to processing of personal information carried out by our service providers, we will work with them to gather the information needed to investigate the issue promptly and in line with any specified terms within our contract with the service provider.

Where a service provider receives a complaint about the processing of our personal data whether by them or us, they should notify us without undue delay.

Service providers may be required to handle complaints on our behalf where we have agreed this with them. Where applicable, we will ask service providers to handle such complaints in line with our policies and procedures.

For joint processing arrangements with partners, separate complaint handling processes may be agreed where appropriate.

5.3. ACKNOWLEDGEMENT AND TIMEFRAMES

We will acknowledge receipt of a data protection complaint within 30 days, and aim to do so sooner wherever possible.

Every complaint is different, but we will always work to reach an outcome as quickly as we reasonably can. We will keep individuals informed of progress, including, including requesting any further information for clarification or identification purposes.

We will continue to keep the complainant informed of our progress, including, where appropriate, the next steps, any further information required, and any expected timeframe for the next update, or outcome.

5.4. INVESTIGATING COMPLAINTS

We will take reasonable and proportionate steps necessary to investigate complaints fairly and in a timely manner. The time needed may vary, particularly where issues are complex, sensitive or involve multiple data protection concerns. Where necessary, matters may be escalated internally.

5.5. OUTCOMES AND ESCALATION

Once we have completed our investigation, we will explain the outcome clearly and share any actions taken or planned.

If someone is unhappy with how their complaint is being handled, or with the outcome, they can ask for it to be escalated. The matter will then be reviewed by the Data Protection Officer, who will respond to the complainant with their findings and ensure that necessary steps are taken as a result, such as correction, deletion, apology or process changes.

Once the matter has been reviewed by the Data Protection Officer and a decision issued, this decision is final. No further action will be taken, and the complainant will be informed of this.

If the complainant remains dissatisfied with the outcome of the complaint, we will inform them of their right to raise a complaint with the UK Information Commissioner's Office (ICO) or the Irish Data Protection Commission (DPC) and, where appropriate, provide them with details of how to do this. They also retain the right to bring a claim before a competent court.

6. RECORD KEEPING

We keep a record of all data protection complaints, including:

- when the complaint was received and acknowledged;
- relevant correspondence and documents relating to the complaint and investigation;
- outcomes, escalations, and any actions taken in response; and
- any other relevant information linked to the complaint.

These records will be used to demonstrate compliance, support audits and training, ensure consistent handling, and identify trends or areas for improvement. Personal data is not retained for longer than necessary and is handled in line with our retention and data protection policies.

7. MONITORING

We routinely monitor and review our data protection complaint handling to ensure we can maintain a fair and transparent process in line with legal requirements and to demonstrate our commitment to data protection compliance.

Questions about this Policy should be directed to the Data Protection Officer at legal.general@michelin.com.

Effective from June 2026.

