

# Valero UK Pension Plan

## Data Protection Complaints Policy

### 1. Purpose

This policy explains how the Trustees of the Valero UK Pension Plan handle complaints about the use of personal data, in line with UK data protection law including the Data (Use and Access) Act 2025, the UK GDPR, and the Data Protection Act 2018. When we mention "Trustees", "Valero Pension", "we", "us" or "our" in this policy, we are referring to the Valero UK Pension Plan.

### 2. Scope

This policy applies to any individual who wishes to make a complaint about how we handle personal data. Complaints may include but are not limited to data use, rights requests, accuracy, retention, sharing, or data security incidents. The Information Commissioner's Office (ICO) expects you to have gone through our internal complaints process before contacting it with a data protection complaint.

You can make a complaint if:

- the Trustee or those acting on its behalf control or process personal data relating to you; and
- you consider that data protection legislation has been infringed because of the way your personal data has been handled.

If you prefer, you can nominate a representative to make the complaint on your behalf. The representative may be a legal adviser, a financial or other adviser or a family member or friend.

If your complaint relates to any issues regarding your pension benefits from the Valero UK Pension Plan (e.g. how your benefits have been calculated, communicated or paid) or about the administration of the Plan more generally, you should use the Plan's internal dispute resolution procedure (IDRP), a copy of which is available by contacting [UKPensionplan@valero.com](mailto:UKPensionplan@valero.com).

### 3. How to Make a Complaint

Data protection complaints subject to UK data protection law may be submitted by emailing: [UKPensionplan@valero.com](mailto:UKPensionplan@valero.com)

or

By post:  
FAO: Valero UK Pension Plan  
Valero Energy Ltd.  
27th Floor  
1 Canada Square

Canary Wharf  
London  
E14 5AA

Please include your full name and address and date of birth with your complaint. Please provide as much detail as possible about the complaint and any relevant documentation. Please also state what remedy or step you would like to be granted or taken in response to the complaint. If you are nominating a representative to deal with the complaint on your behalf, then you will need to include evidence that your representative has been authorised by you.

#### 4. Complaints Handling Process

In line with our legal obligations, we will:

Acknowledge:

- We will acknowledge complaints promptly and in any event within 30 days following the date of receipt or after obtaining additional information if its required.

Investigate:

- We will investigate without undue delay and keep individuals informed where appropriate.

Communicate:

We will provide a written response explaining the outcome and next steps. We will inform you of the outcome of our investigation as soon as we are able but we cannot give a specific timeframe, as some complaints may take longer than others to investigate.

#### 5. Escalation

If you remain dissatisfied after receiving our final response, you may contact the Information Commissioner's Office (ICO).

The ICO's contact details are:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF  
Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

#### 6. Roles and Responsibilities

The Valero UK Pension Plan Trustees oversee complaints handling.

## 7. Records

We maintain secure records of complaints, investigations, and outcomes.

## 8. Review

This policy will be reviewed at least every two years, or sooner where changes in law, guidance, organisational structure, or operational practices make a review necessary.

Version: 1.0

Effective Date: 1 June 2026