

PROCEDURE

Data Subject Requests

October 2023

Data Subject Requests Procedure

Section I: Purpose

This Procedure sets out the process to be followed by the Data Subjects who make requests to review their Personal Data Processed by the Bank and requests for rectification, supplementing or erasure of such Personal Data, and the process to be followed by the Bank when dealing with such requests.

Section II: Definitions

Unless otherwise defined below, capitalised terms used in this Procedure shall have the same meaning as defined in the Personal Data Protection Policy and the Personal Data Protection Directive.

Correction	means rectifying or supplementing.
Request	means a request to access Personal Data Processed by the Bank or a request for Correction or erasure of such Personal Data.

Section III: Legal Basis

Section IV, paragraph 9 of the Personal Data Protection Directive.

Section IV: Scope

1. Applicability

This Procedure applies to the Bank and to all Data Subjects whose Personal Data is Processed by the Bank.

2. Requests

2.1 A Data Subject (or their legal representative) may submit a Request to the Personal Data Management Officer in writing, preferably in English or in any other working language of the Bank (Russian, German or French) or, alternatively, in an official national language of the Bank's recipient country. In each case the Request shall be prepared by completing the Request form available on the [Bank's website](#) and submitted via any of the following methods:

- (a) Electronic submissions: Electronic Requests should be submitted via email to DPOffice@ebrd.com.
- (b) Hard copy submissions: Hard copy Requests should be addressed to the Personal Data Management Officer, and delivered or sent by post to the address indicated in paragraph 5 below.

2.2 The Bank shall not accept any Requests made other than via the methods set out at paragraph 2.1 above.

3. Processing of Requests

3.1 Upon receipt of a Request made by a Data Subject (or their legal representative), the Personal Data Management Officer shall acknowledge receipt of the Request. The Personal Data Management Officer may, depending on the type of the Request, ask the Data Subject (or their legal representative) to:

- (a) provide additional information in order to clarify or narrow the scope of the Request and to better enable the Bank to locate the relevant Personal Data; and/or
- (b) provide supporting documents to verify their identity, correspondence address and the authorisation form within a time-limit to be fixed by the Bank and communicated to the Data Subject (or their legal representative).

3.2 Depending on the type of the Request, upon receipt of the information and/or documents provided in accordance with paragraphs 3.1 (a) and 3.1 (b) above (where applicable), the Personal Data Management Officer shall respond to the Request within 30 days of receipt of the Request or, if the Request is in a language that is not a working language of the Bank, 30 days of receipt of its English translation. In exceptional and duly justified circumstances, the Personal Data Management Officer may extend the time-limit for another period of up to 2 further months. In such case, the Personal Data Management Officer shall notify the Data Subject of the extension and the reasons for it before the 30 day deadline.

3.3 If a Request is in a working language of the Bank, the Request shall be processed by the Personal Data Management Officer with the involvement, to the extent necessary, of the Bank's language unit. Alternatively, if the Request is in an official national language of the Bank's recipient country, such Request shall, in the first instance, be referred to the relevant Bank Resident Office or Representative Office for the purpose of translation into English.

3.4 The Personal Data Management Officer shall, respond in writing and in English to the Data Subject, depending on the type of the Request, by:

- (a) stating that the Bank does not Process any of their Personal Data;
- (b) providing the Personal Data requested along with the information set out in Section IV, paragraph 9 of the Personal Data Protection Directive;
- (c) refusing to provide the Personal Data requested and providing reasons for such refusal including any applicable restrictions laid down in Section IV, paragraph 4 below;
- (d) confirming that the measures necessary for the requested Correction or erasure of the Personal Data have been taken; or
- (e) refusing to make the Correction or erasure and providing reasons for such refusal including any applicable restrictions laid down in Section IV, paragraph 4 below.

4. Restrictions

The Personal Data Management Officer may, depending on the type of the Request, refuse wholly or partly to comply with a Data Subject's Request, by giving reasons in writing, if:

- (a) the Data Subject has not provided the information requested in accordance with paragraph 3.1 above (where applicable);
- (b) the Request relates to Personal Data of another Data Subject;
- (c) the Request is manifestly unfounded or excessive;
- (d) the Processing of Personal Data is covered by Section IV, paragraph 10 of the Personal Data Protection Directive; or
- (e) a similar or identical request by the same Data Subject has already been responded to by the Bank in the last six months, and there has been no material change in the Personal Data Processed by the Bank in relation to that Data Subject.

5. Implementation

5.1 The Personal Data Management Officer shall be responsible for implementing this Procedure. The Personal Data Management Officer may be contacted at:

The Personal Data Management Officer
European Bank for Reconstruction and Development
5 Bank St
London E14 4BG
United Kingdom
Email: DPOffice@ebrd.com

5.2 The Personal Data Management Officer shall keep a register of Data Subjects' Requests and produce periodic reports to management upon request.

5.3 The Personal Data Management Officer shall retain copies of Data Subjects' Requests and the Personal Data Management Officer's response to such request for a maximum period of 3 years.

6. Computation of time

Unless stated otherwise, references to "days" in this Procedure means calendar days, including weekends and holidays.

Section V: Waivers, Exceptions and Disclosure

Waivers

Not Applicable.

Exceptions

Not Applicable.

Disclosure

This Procedure will be disclosed on the Bank's website.

Section VI: Transitional Provisions

Not Applicable.

Section VII: Effective Date

This Procedure is effective on the date of its approval.

Section VIII: Decision Making Framework

The Vice-President, Risk and Compliance is accountable for this Procedure.

The Managing Director, Risk Management is responsible for this Procedure.

Section IX: Review and Reporting

Review

This Procedure will be reviewed annually.

Reporting

Not Applicable.

Section X: Related Documents

1. The Personal Data Protection Policy.
2. The Personal Data Protection Directive.
3. The Personal Data Complaint Review Procedure.
4. The Personal Data Breach Management Procedure