

# Data Subject Complaint Form

Capitalised terms defined in the EBRD Personal Data Protection Policy and its implementing acts (the "[EBRD Personal Data Protection Rules](#)"), unless stated otherwise, shall have the same meanings in this form. An individual ("the Data Subject") who considers that the Bank has failed to Process its Personal Data in accordance with the EBRD Personal Data Protection Rules, may submit a complaint to the EBRD Personal Data Review Panel.

The complaint process has three phases:

## Phase 1: Submit complaint form

- i. Your details and (if applicable) details of your legal representative (required)
- ii. Your complaint (required) – An overview of the complaint

**Time limits:** *you will need to submit your complaint within 90 days of becoming aware of EBRD's alleged failure to Process Personal Data in accordance with the EBRD Personal Data Protection Rules.*

## Phase 2: Upon receipt of your complaint, additional information to help process your complaint

- i. The Bank might request you to provide evidence to prove your identity or authority of the legal representative.
- ii. The Bank might request additional information from you in line with the EBRD Personal Data Protection Rules.

**Time considerations:** *you should promptly provide additional information requested by the EBRD in order to enable the processing of your complaint.*

## Phase 3: Acknowledge receipt and response

- i. The EBRD will acknowledge receipt of your complaint and respond in accordance with the EBRD Personal Data Protection Rules.

**Phase 1: Your details (required)****Required Information**

<i>Please fill in your information</i>	
<i>Full Name*</i>	
<i>Previous Names</i>	
<i>Email address*</i> <i>(*mandatory if complaint sent by email by Data Subject)</i>	
<i>Mailing address*</i> <i>(*mandatory if complaint sent by post or delivery by Data Subject)</i>	
<i>Relationship with the EBRD in the context of which the complaint is raised*</i> <i>(please tell us if you are client, contractor, supplier, vendor, job applicant, employee, other - please specify)</i>	
<i>EBRD contact person</i> <i>(if applicable, provide the contact details of the EBRD representative(s) you were in contact with)</i>	
<b>Your complaint to the Personal Data Review Panel*:</b> <b>Please provide information on:</b> <ol style="list-style-type: none"> <li>1. the reasons why the Data Subject considers that the Bank has failed to Process Personal Data in accordance with the Personal Data Protection Policy and the Implementing Acts,</li> <li>2. the date on which you were informed or became aware of the Bank's failure, and</li> <li>3. the remedy being sought</li> </ol>	

**If the complaint submitted by a legal representative, please also provide:**

<i>Name of legal representative*</i>	
<i>Company*</i>	
<i>Email address or mailing address *</i> <i>(depending on how the complaint is sent)*</i>	
<i>Confirmation of authority to act on behalf of the Data Subject*</i>	

**Declaration from the requestor:**

<p>By signing this form, I confirm that:</p> <ol style="list-style-type: none"> <li>1. The information provided above is correct.</li> <li>2. I understand that my identity might need to be verified and I consent to the Processing of Personal Data in relation thereto and otherwise in relation to this complaint.</li> </ol> <p><b>Print name:</b> .....</p>
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OFFICIAL USE

OFFICIAL USE

**Date:** .....

Please make sure you have:

- ☐ Completed this form
- ☐ Signed the declaration above

Please submit this form and any supporting documents to [PDReviewPanel@ebrd.com](mailto:PDReviewPanel@ebrd.com) or by delivery or post to the following address:

European Bank for Reconstruction and Development  
For the attention of the Personal Data Review Panel  
5 Bank Street,  
London E14 4BG  
United Kingdom