

## Data Subject Complaint form

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The Bank for International Settlements (BIS) operates a Data Subject Complaint Process (“Complaint Process”) in accordance with its Personal Data Protection Policy.

Any natural person (“Data Subject”) of which the BIS processes information about the individual (“Personal Data”) and who considers that the BIS has failed to process their Personal Data in accordance with the BIS Personal Data Protection Policy has the right to submit a complaint to the BIS Personal Data Complaints Panel (“PDC Panel”).

For more information on the BIS Personal Data Protection Policy, see the BIS Privacy Notice available at <https://www.bis.org/privacy.htm>.

The BIS also processes Data Subject complaints that concern international institutions hosted by the BIS (FSB, IADI, IAIS) on behalf of and in collaboration with the institution concerned (“Hosted Institution”).

Please submit this form in writing and in English to the PDC Panel at [PDCPanel@bis.org](mailto:PDCPanel@bis.org) or via mail to

*Bank for International Settlements  
c/o Personal Data Complaints Panel  
Centralbahnplatz 2  
CH-4002 Basel*

Before raising a complaint, please check if the [BIS Request Form](#) is more suitable for your enquiry.

The complaint process comprises of three phases:

### Phase 1: Submit complaint form to the PDC Panel

- Provide your details and (if applicable) details of your legal representative
- State your complaint

**Time limits:** You will need to submit your claim within 60 days of becoming aware of the BIS or the Hosted Institution’s failure to process personal data in accordance with the BIS Personal Data Protection Policy.

### Phase 2: The PDC Panel may request additional information to help process your complaint

- The PDC Panel may ask you or your representative for supporting documents to verify your identity, correspondence address, or authority of the legal representative (if any)
- The PDC Panel may request additional information from you in accordance with the BIS Personal Data Protection Policy and/or ask for clarification in cases where the complaint seems unclear or unspecific.

*Please promptly provide additional information requested by the PDC Panel in order to enable the processing of your complaint.*

### Phase 3: Processing of complaint and response

- The PDC Panel will acknowledge receipt of your complaint and will respond in writing and in English to the Data Subject or its legal representative (if any) in accordance with the BIS Personal Data Protection Policy.

## Data Subject Complaint form

<b>Institution you are complaining against</b> <i>(please select only one; if you wish to raise multiple complaints, please submit as a separate form)</i>	BIS  IADI	FSB  IAIS
<b>Full Name of Data Subject</b>		
<b>Email address</b> <i>(mandatory if the Data Subject Complaint is sent by email)</i>		
<b>Postal address</b> <i>(mandatory if the Data Subject Complaint is sent by post or delivery)</i>		
<b>Telephone number</b>		
<b>Nature of relationship or affiliation with the BIS</b> <i>(e.g. client, visitor, service provider, contractor, job applicant, employee)</i>		
<b>Any unique reference or ID numbers or specific details that would help the BIS to identify you or your Personal Data.</b>		
<b>Any system, platform, or website through which you may have provided Personal Data that would help the BIS identify your Personal Data</b>		
<p><i>Please specify your complaint to the PDC Panel. Please include information on:</i></p> <ul style="list-style-type: none"> <li>- <i>the reasons why you consider that the BIS or the Hosted Institution has failed to process Personal Data in accordance with the BIS Data Protection Policy;</i></li> <li>- <i>the date on which you were informed or became aware of such a failure; and</i></li> <li>- <i>the remedy being sought.</i></li> </ul> <p><i>Please supplement your complaint with:</i></p> <ul style="list-style-type: none"> <li>- <i>a copy of any relevant response to any data subject request submitted to the BIS Personal Data Protection Manager;</i></li> <li>- <i>all relevant evidence.</i></li> </ul>		

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

<b>Name of legal representative</b>	
<b>What is your relationship to the data subject</b> (e.g. lawyer)	
<b>Lawyer's Office, if applicable</b>	
<b>Postal address</b>	
<b>E-mail address</b>	
<b>Telephone Number</b>	
<b>Confirmation of mandate and authority to act on behalf of the Data Subject</b> <i>(provide attachment if applicable)</i>	

The BIS may request additional information from you as legal representative to help confirm the Data Subject's identity. The BIS reserves the right to refuse to act on the complaint if the BIS is unable to identify the Data Subject or verify your legal authority to act on the Data Subject's behalf.

### Signature and acknowledgement

The BIS will process information that is provided in the context of this complaint to identify the Data Subject, to respond to the complaint and to keep a record of the complaint and our response. Processing of such Personal Data will be carried out in accordance with the BIS Personal Data Protection Policy.

#### Complaint submitted by the Data Subject

*Please fill in this section if the complaint is submitted by the Data Subject directly*

**By signing this form, I confirm that the information provided above is correct.**

**Signature:**

**Print name:**

**Date:**

**Complaint submitted by the legal representative**

*Please fill in this section if the complaint is submitted by the legal representative on behalf of the Data Subject*

**By signing this form**

- **I confirm that I am authorised to act on behalf of the Data Subject.**
- **I understand that the BIS must confirm my identity and my legal authority to act on the Data Subject's behalf and may need to request additional verifying information.**

**Signature:****Print name:****Date:**

Please make sure you have:

1. Completed this form
2. Signed the declaration above