

Bank of England

Data Protection Complaints Procedure

This procedure applies to complaints raised from data subjects about the processing and handling of their personal data.

If your complaint relates to an existing Subject Access Request (SAR) please email Data-Protection@bankofengland.co.uk quoting your existing case number and provide relevant details.

For any other concerns, please use this form if you are unhappy with the way the Bank of England has handled your personal data, and you wish to raise a complaint.

What to expect

When you raise a data protection complaint, we require certain information to enable us to consider and respond to your complaint, and to identify you if you contact us again.

- We will ask you to provide personal information about yourself, such as your name and contact details.
- We may in some circumstances ask you to confirm your identity by providing identification documents.
- If you have been given authority to act on somebody else's behalf, we will ask you to provide proof of this.
- We will also record any additional personal data relating to you or others that you choose to include as part of your complaint.
- We may share your complaint and the associated personal data with relevant teams within the Bank where this is necessary to understand the issues raised and to investigate the matter appropriately.
- We will acknowledge complaints within 30 days of receipt and keep you informed of the progress.
- When we have concluded the investigation, we will write to you to explain the outcome.

If your complaint is complex in nature:

- Where a complaint raises complex, unclear or multiple issues, we may contact you to agree the scope of the complaint or request additional information.
- In such cases, the investigation may take longer to complete.

Further information about how and why we process personal data, and details of who to contact if you have any questions, are set out in our [privacy notice](#).

Please complete all the questions (those marked with an asterisk are mandatory).

1. Please provide your full name:

| | |
|-------------|--|
| Title* | |
| First name* | |
| Surname* | |

2. Are you making this complaint on behalf of somebody else*?

Yes No

| | |
|--|--|
| a. If yes, please provide details on the capacity in which you are acting: | <input type="checkbox"/> Legal advisor |
| | <input type="checkbox"/> Personal representative |
| | <input type="checkbox"/> Debt advisor |
| | <input type="checkbox"/> Charity |
| | <input type="checkbox"/> Other (please specify) |

b. Name of Complainant (whom the complaint relates to if different to the name above)

| | |
|-------------|--|
| Title* | |
| First name* | |
| Surname* | |

c. Do you have authorisation to act on behalf of the complainant*?

Yes No

5. Please provide a summary of your concern(s) below, including dates and enough information that will enable us to review and address your concern(s)*. Max 300 words.

6. Have you previously contacted us in relation to this matter?

Yes No

a. If yes, please provide details, including any dates and other information.

7. How do you want us to respond to you?

Email Post

8. Please provide any other information you feel will be useful.

When we review your complaint, we will write to you if we require more information or supporting evidence.

Signature:

Signature

Date

Where to send this form:

You can send this form to Data-Protection@bankofengland.co.uk or alternatively via post to: Data Protection, Bank of England, Threadneedle Street, London, EC2R 8AH