

QFC Data Protection Office

Complaint Form



Data Protection Office
Qatar Financial Centre

Qatar Financial Centre Authority • PO Box 23245 • Doha, Qatar
T: +974 4496 7777 • F: +974 4496 7676 • info@qfc.qa • qfc.qa

Introduction

The purpose of this form is to give Data Subjects, bodies, organisations or associations the ability to lodge a complaint with the Data Protection Office ("DPO") per Article 34 of the QFC Data Protection Regulations 2021 (the "Regulations"). The ability to lodge a complaint with the DPO is an important right as it allows the Data Subjects and others to raise concerns about alleged infringements of the Regulations, how their Personal Data is processed, and how their rights are fulfilled.

Data Protection Information

When a Data Subject or other individual lodges a complaint with the DPO, the DPO will need to share this information with the firm against whom the complaint is raised to progress the complaint. This will include sharing any Personal Data you have provided, including your name, contact information, customer number, employee number, etc., so that the firm can identify you. The DPO will also share any factual information you provide, such as the alleged infringement of the Regulations or your rights. This serves two purposes: firstly, the firm can confirm if they are processing your Personal Data and secondly, they can respond to your complaint.

The DPO reserves the right to withhold some or all of this information from the firm where, for example, it contains the Personal Data of another individual or where you have expressed a view that certain information is sensitive and should not be shared. Where we think a firm has not complied with its obligations concerning your Personal Data or your Data Subject Rights request, we aim to ask the organisation to bring the matter back into compliance. The Data Protection Office may refuse to accept, review, or investigate a complaint or suspend or postpone any such activity in limited circumstances as outlined in Article 34(6) of the Regulations.

Instructions

Please complete all sections of the form. Those questions marked with an '*' are mandatory. Once complete, send the form with any supporting documents to dataprotection@qfc.qa.

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Part One – Details about the Complaint (*the person making the complaint*)

Part Two – Details about the firm against whom the complaint is raised

Part Three – Nature of the Complaint



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Part Four – Declaration and Attachments

If you have any supporting document(s), e.g. correspondence with the firm, etc., you would like to provide, please use the 'attach' button or send via email to dataprotection@qfc.qa.



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