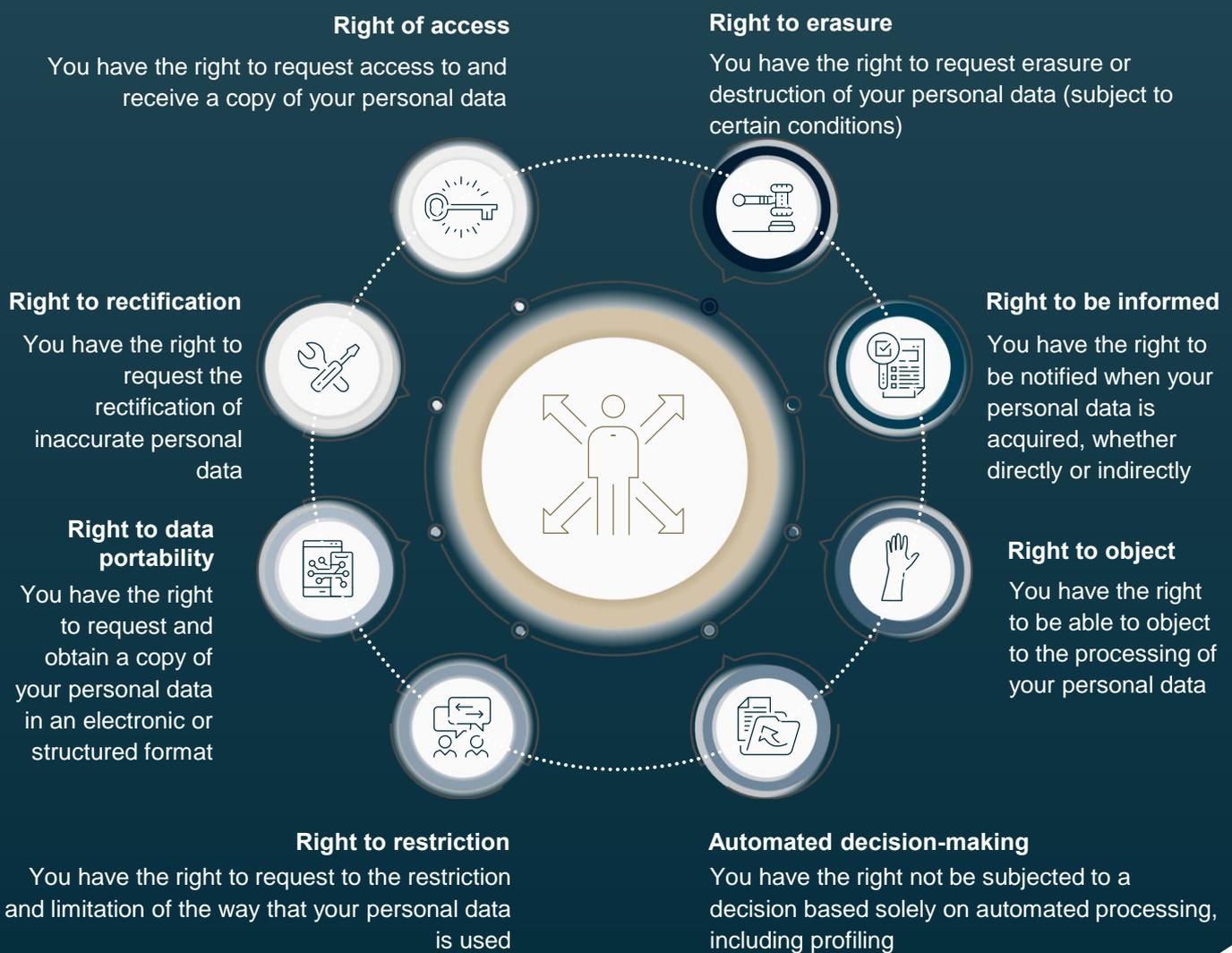


YOUR RIGHTS AS A DATA SUBJECT

Individuals whose personal data is collected, stored, processed, or shared are called Data Subjects. Under the ADGM Data Protection Regulations 2021, these Data Subjects are provided certain rights which they may exercise against Controllers or Processors.

What are my rights as a Data Subject?



You can find more information about each of these rights in the DPR 2021 Guidance published on the ADGM Office of Data Protection's website.

Concerns around how your personal data is processed

As a data subject, you have the right to be confident that organisations handle your personal information responsibly and in line with your rights under the Regulations. You may have a concern about the way an organisation is handling your information, for example, if the organisation:



Guidelines to follow when you raise your concerns



Raise your concern quickly

The sooner you raise your concern, the more likely the information necessary to handle it will be available and the higher the likelihood that it will be dealt with.



Be reasonable, objective, and don't get personal

The best way to resolve such issues is through clear, professional communication.



Send your concern to the right place

Check the organisation's website (typically their privacy notice) or give them a call to make sure you have the right address or email address.



Request and respect timescales

Ask when you can expect the organisation to respond and allow them the time to address your concerns internally, collating any necessary information.



Write clearly

Use simple language and write using a word processor, or using clear manuscript which is easy to read.



Keep accurate records

Clearly date all communications and make notes of all related conversations



Be specific

Do not include unnecessary background information. Include only necessary and relevant information, however make sure you include everything which is relevant. You should not provide new information at a later stage. It may also be useful to provide copies of any relevant evidence or materials.



Exhaust the process before bringing the matter to the attention of the Office of Data Protection.

Your right to lodge a complaint with the Office of Data Protection

- If a controller or processor has been unable, or unwilling, to resolve your concerns around the handling of your personal data, you can raise the matter with the Commissioner.
- If we think that it is appropriate to do so, we will take appropriate action. This could take a variety of forms.
- You should raise the matter with us as soon as possible or at the latest within 2 months of your last meaningful contact with the organisation concerned.
- If you think that we have not handled your complaint appropriately, you have the option to take it to the ADGM Courts (within three months following the date of your complaint).
- We give guidance and support to organisations to help them get things right. We can also help you take steps to address any concerns you might have.
- We cannot act as your representative, order controllers or processor to pay you compensation or – unless there has been a serious breach of the DPR 2021 – punish an organisation.
- We can however help you understand how to best work with the organisation to resolve your concern.

Your right to claim for compensation through the ADGM Courts

1

The DPR 2021 gives you a right to claim compensation from a controller or a processor if you have suffered damage as a result of it breaking data protection law. This includes both “material damage” (e.g., you have lost money) or “non-material damage” (e.g., you have suffered distress).

2

The ODP cannot award compensation, even when we are of the view that a Controller or Processor has breached the DPR 2021.

3

We strongly recommend you take independent legal advice on the merits of your case before taking any claim to the ADGM Courts.

Methods to lodge a complaint

Before filing a formal complaint with the Office of Data Protection, you should first write to the organisation to raise those concerns. This will give the organisation the opportunity to review your concern and clarify or rectify the situation with you in the first instance.

If your concern with the organisation is not rectified, please complete the Complaint form available on the ODP website and submit the form with relevant supporting documents to the Office of Data Protection for your complaint to be assessed.



Please complete the form electronically and email it to us at data.protection@adgm.com

OR



Please post or deliver the form and supporting documents to the below address.
The Office of Data Protection,
Level 3, ADGM Building,
ADGM Square, Al Maryah Island,
P.O. Box 111999, Abu Dhabi,
United Arab Emirates.