



Introduction

If you are concerned by the way that an organization, which is licensed by Abu Dhabi Global Market (ADGM), has handled your personal information, you can use this form to file a formal complaint with the ADGM Office of Data Protection.

Please note that the ADGM Office of Data Protection can only investigate complaints about companies registered in the ADGM, which is located on Al Maryah Island, Abu Dhabi.

To determine if the organisation is licensed by ADGM, you can visit our public register at any time at: www.registration.adgm.com

For more information on your rights regarding your personal information, please visit the website of ADGM's Office of Data Protection: <http://tinyurl.com/y7sne8j4>

Note: '**personal information**' is information that can identify you, such as your name and identification, as well as information about you, such as medical or criminal records.

Before making 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 this form and submit it to the Office of Data Protection for your complaint to be assessed.

Please complete the following sections:

Section 1: About you

Please provide your full name:	<input type="text"/>
Please provide your email address:	<input type="text"/>
Please provide your phone number:	<input type="text"/>



Section 2: About the organisation that you have a concern with

Organisation Name:	<input type="text"/>
Name of contact person within the organisation (if you have one):	<input type="text"/>
Email address of the contact person (if you have one):	<input type="text"/>
Reference number (if any):	<input type="text"/>

Section 3: About the complaint

Nature of the complaint:	<input type="checkbox"/> Accessing my personal information <input type="checkbox"/> The way the organization is processing my personal information <input type="checkbox"/> Other (please describe) <input type="text"/>
Details of the complaint: <i>(Please include as much detail as possible including, what happened, when it happened, how you were affected, whether you contacted the organization about the matter and when, their response and when their response was provided)</i>	<input type="text"/>
Supporting documents:	Please attach supporting documents such as copies of letters or emails exchanged with the organisation.



Section 4: Declaration

- I understand that the Office of Data Protection may need to share information I have provided with the organisation that my complaint is against, in order to deal with the complaint – I have indicated any information that I do not want shared in the details section above.

Signature:	Date:	<input type="text"/>
Print name: _____		

Where do I send the form?

The completed form along with relevant supporting documents can be emailed to: data.protection@adgm.com

Alternatively, please post or deliver the form and supporting documents to:

The Office of Data Protection,
Level 3, ADGM Building,
ADGM Square, Al Maryah Island,
P.O. Box 111999, Abu Dhabi,
United Arab Emirates

For further information, please contact us

Telephone Number	Email Address
+971 2 333 8888	data.protection@adgm.com

Privacy notice: we will only use the personal information provided in this complaint for the purpose of dealing with your complaint. Your personal information may be shared with the organisation that the complaint is against, for the purposes of dealing with the complaint. You must indicate to us any personal information that you do not want shared.

For more information on how we handle your personal data, please refer to our Privacy Policy, available at:

<https://www.adgm.com/privacypolicy/>