

Data protection complaints procedure

United Kingdom

You have the right to raise a data protection complaint with us if you believe your personal data has been processed in breach of the UK GDPR or, where applicable, Part 3 of the Data Protection Act 2018.

Individuals are encouraged to raise complaints with the controller in the first instance so that the matter can be addressed promptly. If you are not satisfied with our response, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority.

How to submit a data protection complaint and what information to provide

You can submit your data protection complaint in one of the following ways:

- **By email**

Complaints should be sent directly to: ukdpo@ing.com;

or

- **In writing**

ING Bank N.V., London Branch

FAO: UK Compliance Department - UK Data Protection Officer

8-10 Moorgate

EC2R 6DA

London

United Kingdom;

or

- **By phone**

+44 (0) 20 7767 1000

(please ask for the Data Protection Officer from the Compliance Department).

Information to provide

When submitting your data protection complaint, please include:

- Your first and last name; and
- Your preferred contact method and contact details (e.g. email address, postal address, phone number); and
- Details of the issue you wish to complain about.

How we handle your data protection complaint

We will:

- acknowledge receipt of your complaint without undue delay;
- take appropriate steps to investigate the matter;
- keep you informed of progress where appropriate;
- notify you of the outcome without undue delay,

all in accordance with the applicable data protection laws and regulatory guidance.