

## **DATA SUBJECT COMPLAINT FORM**

### **Instructions for completion**

An individual (“the Data Subject”) who considers that National Bank of Kenya Limited (“NBK”) has failed to Process its Personal Data in accordance with the NBK Data Protection and Privacy Policy has the right to submit a complaint to the NBK Data Protection Office.

For more information on how NBK processes your data, see the Privacy Policy available at [Data Privacy Statement \(nationalbank.co.ke\)](https://nationalbank.co.ke/Data-Privacy-Statement).

Before raising a complaint, please check if the [NBK Data Subject Rights Request Form](#) is more suitable for your enquiry.

Please submit the completed complaint form via email to [nbkdp@nationalbank.co.ke](mailto:nbkdp@nationalbank.co.ke) or by delivery in person or postal mail to:

*National Bank of Kenya  
C/o Data Protection Officer  
National Bank Building, Harambee Avenue  
P.O. Box 72866 – 00200  
Nairobi, Kenya*

The complaint process comprises of three phases:

#### **Phase 1: Submit complaint form to NBK**

- Provide your details and (if applicable) details of your legal representative (required).
- State your complaint (An overview of your complaint is required).

**Time limits:** You will need to submit your claim within 60 days of becoming aware of NBK’s failure to process personal data in accordance with the NBK Privacy Policy.

#### **Phase 2: NBK may request additional information to help process your complaint**

- NBK may ask you or your representative for supporting documents to verify your identity, correspondence address, or authority of the legal representative (if any).
- NBK may request additional information from you in accordance with the NBK Data Protection and Privacy Policy and/or ask for clarification in cases where the complaint seems unclear or unspecific.

**Time considerations:** Please promptly provide additional information requested by NBK in order to enable the processing of your complaint.

#### **Phase 3: Processing of complaint and response**

- NBK will acknowledge receipt of your complaint and will respond in writing and in English to the Data Subject or their legal representative (if any) in accordance with the NBK Data Protection and Privacy Policy.

**DATA SUBJECT COMPLAINT SUBMISSION FORM**
**Note:**

- (i) Documentary evidence in support of the complaint may be required.*
- (ii) Where the space provided for in this Form is inadequate, submit information as an annexure*
- (iii) If you have supporting documents to substantiate your claim, please annex copies to this Form*
- (iii) All fields marked as \* are mandatory*
- (iv) The information submitted will be treated with the upmost confidentiality*

**REQUIRED INFORMATION**
**(i) PARTICULARS OF THE COMPLAINANT (DATA SUBJECT)**

Full Name*	
Previous Names (If any)	
National Identification Card Number/ Passport Number*	
Phone Number*	
Email address* (*mandatory if complaint is sent by the Data Subject by email)	
Mailing postal address* (*mandatory if complaint sent by the Data Subject by post or delivery in person)	
Relationship with NBK in the context of which the complaint is raised* (Please tell us if you are client, contractor, supplier, vendor, job applicant, employee, other - please specify)	
NBK contact person (If applicable, provide the contact details of the NBK representative(s) you were in contact with)	

**(ii) PARTICULARS OF REPRESENTATIVE****If the complaint is being submitted by a legal representative, please also provide:**

Name of legal representative*	
What is your relationship with the Data Subject* (e.g., parent, guardian, lawyer etc.)	
Company* (If applicable)	
National Identification Card Number/ Passport Number* (If representative is an individual)	
Phone number*	
Email address*	
Postal address *	
Confirmation of authority to act on behalf of the Data Subject* (Provide evidence as attachment if applicable)	

**Note:**

**NBK may request additional information from you as legal representative to help confirm the Data Subject's identity. NBK reserves the right to refuse to act on the complaint if NBK is unable to identify the Data Subject or verify your legal authority to act on the Data Subject's behalf.**

**B. PARTICULARS OF THE COMPLAINT**

**Please provide the following information when you describe the complaint:**

- 1. The reasons why you consider that the Bank has failed to Process Personal Data in accordance with the NBK Personal Data Protection and Privacy Policy and the Implementing Data Protection Act as amended from time to time,**
- 2. The date on which you were informed or became aware of the Bank's failure, and**
- 3. The remedy being sought**

**Please supplement your complaint with:**

- 1. A copy of any relevant response to any Data Subject request submitted to the NBK Data Protection Officer.**
- 2. All relevant evidence to support the complaint.**

Describe your complaint	
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<p>Indicate to whom the complaint is against</p>	
<p>Indicate the date on which you were informed or became aware of the Bank's failure</p>	
<p>Explain the remedy you are seeking for the alleged failure</p>	
<p>Which other steps have you already taken in relation to the Complaint, if any?</p> <p>State any other institution or individual you have contacted over the complaint, if any.</p>	

**SIGNATURE AND ACKNOWLEDGEMENT**

NBK will process information that is provided in the context of this complaint to identify the Data Subject, to respond to the complaint and to keep a record of the complaint and our response. Processing of such Personal Data will be carried out in accordance with the NBK Data Protection and Privacy Policy.

**COMPLAINT SUBMITTED BY THE DATA SUBJECT**

Please fill in this section if the complaint is submitted by the Data Subject

**DECLARATION****By signing this Form:**

I confirm that I have read and understood the terms of this complaint form and certify that the information provided above is correct and true.

Name .....

Signature .....

Date .....

**COMPLAINT SUBMITTED BY THE LEGAL REPRESENTATIVE**

Please fill in this section if the complaint is submitted by the legal representative on behalf of the Data Subject

**DECLARATION****By signing this Form:**

I confirm that I am authorised to act on behalf of the Data Subject.

I understand that NBK must confirm my identity and my legal authority to act on the Data Subject's behalf and may need to request additional verifying information

I confirm that I have read and understood the terms of this complaint form and certify that the information provided above is correct and true.

Name .....

Signature .....

Date .....

**\* Please make sure you have completed this form and signed the declaration above**