

ADIB (UK) Limited

Making a Data Protection Complaint

The Global Data Protection Regulations, a European regulation concerning the privacy and protection of personal data, took effect from May 25, 2018. The GDPR affects organisations around the world, including ADIB UK, given its very wide reach and applicability. It regulates when organisations are allowed to process personal data, and which safeguards need to apply to such processing.

Here at ADIB UK we are committed to complying with the GDPR and to protecting your personal information at all times. However, we recognize that at times we may fall short of your (and our own) expectations. If you feel you have cause to complain about how we have processed your personal information or any other issue relating to your personal information you may submit a complaint to us, free of charge, by contacting our Privacy Officer.

Contacting us

To help us investigate your complaint as quickly and efficiently as possible, please provide us with your name and address, account number and a daytime telephone number on which we can contact you. Please provide a clear description of your complaint, and what you would like us to do to resolve it.

You can make a complaint in the following ways:

By post: You can write to us at: Privacy Officer, ADIB (UK) Limited, 9th Floor, 26-28 Hammersmith Grove, London W6 7HA

By email: You can email your complaint to us at UKDataProtection@adib.com

We hope that you will give us the opportunity to address your complaint directly, however you do have the right to lodge a complaint directly with the Information Commissioners Officer:

By post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF

By phone: 0303 123 1113

Further details: <https://ico.org.uk/concerns/>

How long it will take

We aim to resolve your complaint as quickly as possible. Upon receipt of your complaint the Privacy Officer will send you a letter acknowledging your complaint.

The Privacy Officer will respond to your complaint, by issuing a full written Final Response, following the completion of an investigation and in any case by no later than 1 calendar month from receipt.

Privacy Notice

Full details on how we process your data and your rights can be found in our updated Privacy Notice. We have attached a copy of this for you and a copy is also available on our website at [ADIB UK Privacy Notice](#)

ADIB (UK) Limited

BRANCH: ONE HYDE PARK, 100 KNIGHTSBRIDGE, LONDON SW1X 7LJ
Registered and Main Office: 9th Floor, 26-28 Hammersmith Grove, London W6 7HA
Tel: + 44 (0) 207 590 2200 Fax: + 44 (0) 207 590 2211 Registered in England, Number 07327879
ADIB (UK) Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

مصرف أبوظبي الإسلامي (المملكة المتحدة) المحدود

الفرع: وان هايدر بارك، 100 نايتسبريدج، لندن W6 7LJ
المكتب المسجل والرئيسي: الطابق التاسع، 28 - 26 هامرسميث جروف، لندن W6 7HA
هاتف: +44 (0) 207 590 2200 فاكس: +44 (0) 207 590 2211 مسجل في إنجلترا، رقم 07327879
مصرف أبوظبي الإسلامي (المملكة المتحدة) المحدود، شركة مرخصة من قبل الهيئة التنظيمية العليا
وخاضعة لرقابة الإدارة المالية والهيئة التنظيمية العليا.