

Processing of personal data

Data controller

The Danish Complaint Board of Banking Services, the Danish Mortgage Credit Complaint Board, the Danish Complaint Board of Investment Funds and the Complaint Board of Danish Securities and Brokering Companies are data controllers of the personal data that each Complaint Board processes in connection with a complaint.

Contact information

The Financial Complaint Boards
Store Kongensgade 62, 2nd Floor
DK-1264 Copenhagen K
CVR number (Company register number) 12232543
Telephone: +45 3543 6333 (workdays 9.30 to 12.30)
www.fanke.dk
sek@fanke.dk

Where does the data come from

We receive the information from the parties of the case (the complainant, the potential representative of the complainant and the financial institution(s) involved).

Recipients or categories of recipients

We pass on the personal data to the parties of the case in question.

Categories of personal data

Primarily, we receive data about the complainant's financial situation. In some cases, the Complaint Boards may also receive sensitive information from the parties involved about i.a. the complainant's health and criminal convictions and offences. In some cases, the documents from the involved parties may contain information about other non-principal persons.

Aim of the processing and legal basis for the processing of personal data

We process personal data when preparing the decisions to be made by the Complaint Board. The processing is based on a consent given by the complainant when filing the complaint. If necessary, possible processing of data about other non-principal persons will be carried out in order to ascertain a legitimate interest from the parties involved in the case, from the Complaint Board or from a third party or in order to determine, uphold or defend a legal claim.

The right to withdraw consent

At any time, the complainant may withdraw his consent. In that case, the complainant must contact the Secretariat of the Complaint Board. If the consent is withdrawn, the information pertaining to the case will be deleted and will no longer be accessible. Non-decided cases by the Complaint Board will be considered withdrawn, the case will be closed and the complaint fee refunded. Withdrawing the consent will not affect

the legality of the Complaint Board's processing of personal data up to the time of the withdrawal and it will not affect the legality of a decision already made.

Safekeeping of personal data

The data are kept for five years after closing the case. Then the data are deleted, unless in special cases it is assessed that continued safekeeping is necessary.

Rights

According to the data protection regulation, persons for whom we process data (data subjects) have different rights. If you want to make use of your rights, you must contact us.

The right of access by the data subject (right to access data): Data subjects have the right to access the data we process for said person. We regularly pass on all documents (posts and attachments) which we receive from the financial institution(s) involved to the complainant thus gaining access to the data.

The data subjects have the right to access data relating to the aim of the processing, categories of personal data, recipients, time frame and the source of personal data which have been stated above. Furthermore, the data subjects are entitled to be informed of their rights, cf. below.

Apparently groundless or exaggerated requests for information, especially due to repetition, may be rejected.

Right to rectification (correction): Data subjects have the right to correction of incorrect data. This may i.a. be done if the data subject presents a supplementary declaration with his/her points of view of the case which will then be added to the case. On an ongoing basis, the complainant will have the possibility of presenting such a supplementary declaration when the complainant comments on the information presented by the financial institution(s) involved.

Right to erasure: In special cases, a data subject has the right to have his/her personal data deleted before our general deletion takes place. At any time, the complainant may withdraw his/her consent upon which the data pertaining to the case will be deleted.

Right to data portability: The complainant has the right to receive his/her personal data in a commonly used electronic format.

Right to object: In certain cases, the data subjects have the right to object to an otherwise legal processing of his/her data. As processing of data about the complainant occurs based on a consent, the right to object will not be relevant to the complainant in this context.

Right to restriction of processing: In certain cases, data subjects have the right to have their personal data restricted so that the data in future may only be processed – except from safekeeping – with the registrant's consent or with a view to determining, upholding or defending a legal claim.

You may read more about your rights in the guide from the Danish Data Protection Agency about data subjects' rights at www.datatilsynet.dk

Complaint to the Danish Data Protection Agency

You may file a complaint with the Danish Data Protection Agency if you are not satisfied with the way we handle your personal data. The contact data of the Danish Data Protection Agency may be found at www.datatilsynet.dk