

DATA PROTECTION COMPLAINTS PROCESS



The Plans

Citi (UK) Pension Plan
Citibank (UK) Pension Plan
Citigroup Global Markets
Limited Pension & Life
Assurance Scheme

1. Overview

If you are concerned about an issue relating to data protection, please contact the Plans' administrator, WTW (contact details provided below) who we hope will be able to resolve any issues on an informal basis. This document explains the process for making a formal complaint.

As the "data controller" in relation to the Plans, the Trustee is required to have a process in relation to data protection complaints. The ICO expects you to have gone through the Plans' internal complaints process before contacting it with a data protection complaint.

This sets out the Trustees' process in relation solely to **data protection complaints**. If your complaint relates to any issues regarding your pension benefits (eg how your benefits have been calculated, communicated or paid) or about the administration of the Plans more generally, you should use the Plans' [internal dispute resolution procedure](#) (or IDRP) to raise your concerns. If you are not sure which form to use, please contact the Plans' administrator, WTW.

WTW's contact details are:

@ Citi.pensions@wtwco.com

☎ 01737 227533

✉ WTW, Sunderland, SR43 4JU

2. Who can make a complaint?

You can make a complaint if:

- the Trustee or those acting on its behalf control or process personal data relating to you (e.g. the Plan administrator), **and**
- you consider that data protection legislation has been infringed because of the way your personal data has been handled¹.

If you prefer, you can nominate a representative to make the complaint on your behalf. The representative may be a legal adviser, a financial or other adviser or a family member or friend.

3. How do I make a complaint?

If you have a data protection complaint, please complete the attached form, and then send it to the Pensions Manager (email address: citiUKPT@citi.com). If you are nominating a representative, then you will still need to sign the form to confirm your representative has been duly authorised.

4. What happens next?

The Trustee must acknowledge receipt of your complaint within 30 days of receiving it. If you have not received an acknowledgement by that time, please contact the Pensions Manager (email address: citiUKPT@citi.com) to check your complaint has been delivered.

Following receipt of the complaint, the Trustee will make appropriate enquiries. This may include seeking further information from you

We will inform you of the outcome of our investigation as soon as we are able but we cannot give a specific timeframe, as some complaints may take longer than others to investigate. Where an investigation is taking more time, we will provide you with updates about its progress.

5. What if you are not satisfied with the outcome?

If you are unhappy with the outcome of your complaint, we would be happy to discuss it further with you. You also have the right to complain to the ICO.

The ICO's contact details are:

 Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

 0303 123 1113.

 [Make a complaint | ICO](#)

¹Eg a breach of the UK GDPR or the Data Protection Act 2018

DATA PROTECTION COMPLAINTS FORM



Complainant's details

Full name:

Address:

Postcode:

Phone number:

Email address:

Date of birth:

Name of Plan:

Plan membership Number (if known):

Your representative (Please complete if you wish a representative to act on your behalf or to assist you)

Full name:

Address:

Postcode:

Phone number:

Email address:

Relationship to Complainant (if any)²:

I hereby authorise the above named person to act on my behalf and / or (delete as applicable) assist me with this complaint:

Signature:

Complainant

Print full name:

Complainant

Date:

²For example, a family member or adviser.

Nature of Complaint

Please provide as much detail as possible about the complaint. Please also state what remedy or step you would like to be granted or taken in response to the complaint (please continue on further sheets and/or attach documentation, if necessary).

More information about the way the Trustee processes personal data is available on [Steps for your future](#).

Please sign and date this form to confirm the above details are true to the best of your knowledge.

Signature:

Complainant /
Representative*

Print full name:

Complainant /
Representative*

*Delete as applicable

Date:

Please send the completed form to the Pensions Manager (email address: citiUKPT@citi.com)