

Ministry of Justice, Islamic Affairs and Waqf

Order No. (49) of 2022

With respect to rules and procedures governing submission of complaints regarding violations of the Personal Data Protection Law issued by Law No. (30) of 2018 and deciding upon it

Minister of Justice, Islamic Affairs and Waqf:

After reviewing Law No. (30) of 2018 issuing the Personal Data Protection Law Article (25) therein,

And Decree No. (78) of 2019 Determining the Administrative Entity to Assume the Duties and Powers of Personal Data Protection Authority,

And upon the submission of the Undersecretary of Justice and Islamic Affairs ,

The following has been decided upon:

**Article (1)
Definitions**

When implementing the provisions of this Order, the words and expressions therein shall have the meanings stipulated in the Personal Data Protection Law issued by Law No. (30) of 2018, unless the context requires otherwise.

**Article (2)
Lodging Complaints**

Anyone having a legitimate interest may lodge a complaint to the Authority regarding any violation to the Personal Data Protection Law issued by Law No. (30) of 2018, or processing personal data in a manner that violates its provisions.

**Article (3)
Procedures to lodge complaints**

Complaints may be lodged to the Authority, by using the prescribed form on the Authority's website, a complaint shall specifically include the following:

1. Complainant's name, capacity, address, and contact information.
2. Defendant's name, address, and contact information.
3. Relevant facts concerning the violation or breach.
4. Any evidence or documents supporting the complaint.

Article (4)
Examination of the complaint

The Authority shall examine the complaints and their supporting documents, and may request any data it deems necessary. If there was insufficient evidence to investigate the complaint, the Authority may decide to dismiss it.

Article (5)
Notify the defendant

Should the complaint be accepted, the Authority shall notify the defendant and all the parties concerned. The defendant shall respond to the complaint within a period not exceeding (7) days from the date of receiving the notification, the response shall include their defense and remarks, and attaching necessary documents and other evidences that supports their response.

However, initial stages of investigation may be conducted according to a decision issued by the Board's Chairman without giving prior notice, if there are serious indications that the truth will not be reached, or the investigation will fail if it is not conducted in an urgent manner. The Authority shall notify the concerned individuals when the aforementioned reasons cease to exist.

Article (6)
Deciding on the complaint

The Authority investigates and decides on the complaint, in accordance with the provisions of Section One of Part Three of the Personal Data Protection Law promulgated by Law No. (30) of 2018.

Article (7)
Complaints register

The Authority shall keep a register of complaints, it shall include the date of lodging the complaint, the date of recording it in the register, the complainant's name, the

defendant's name, the subject of complaint, the procedures taken, and decision issued therein.

Article (8)
Entry into force

The Undersecretary of Justice and Islamic Affairs shall implement the provisions of this Order, and it shall come into effect on the next day following the date of publication in the Official Gazette.

Minister of Justice, Islamic Affairs and Waqf
Khalid bin Ali bin Abdulla Al
Khalifa

Issued on: 14 Sha'ban 1443 AH

Corresponding to: Thursday, March 17, 2022 AD