



BANK OF ENGLAND

Mr George Tsigarides
via email to:
request-603891-
842e771f@whatdotheyknow.com

Information Access Team
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14 October 2019

Please quote ref. CAS-12662-C7W2P1 on all correspondence

Dear Mr Tsigarides

Thank you for your email of 16 September in which you ask the following questions under the Freedom of Information Act 2000 ('Fol Act') about '*financial organisations*' regulated by the Prudential Regulation Authority ('PRA'), which is part of the Bank of England (the 'Bank'). I shall respond to each of your questions in turn:

- '1. Breaches the EU GDPR 2018 and the UK DPA 2018'*
- 2. Fails to respond to a Data Subject Access Request, and the follow up complaint for the non response.*
- 3. Fails to comply to a Data Subject Access Request, and the follow up complaint for non compliance.*
- 4. What exemptions, if any, do your registered financial organisations have, for non compliance to the EU GDPR 2018 and the UK DPA 2018.*
- 5. What exemptions, if any, do your registered financial organisations have, for non compliance to a Data Subject Access Request.'*

The PRA is responsible for the prudential regulation and supervision of around 1,500 banks, building societies, credit unions, insurers and major investment firms. It aims through its supervision to develop a rounded, robust and comprehensive view of these firms, to judge whether they are being run in a safe and sound manner. The PRA is not responsible for supervision of firms' compliance with data protection legislation. Your questions 1-5 above relate to regulated firms being compliant with Data Protection legislation. These should be directed to the Information Commissioner's Office ('ICO') which is responsible for the regulation of data protection legislation. Details of how to contact the ICO can be found on their website at: <https://ico.org.uk/global/contact-us/>

- '6. Do any of your registered financial organisations act in a fiduciary capacity.'*

With regards to question 6, the Financial Services Register ('FS Register') provides a public record of the firms that are authorised by the PRA and/or the Financial Conduct Authority and details the activities they undertake that require approval by either or both regulators. The Bank does not routinely hold information on the activities that firms undertake beyond those listed on the register.

The FS Register can be accessed via the following link: <https://register.fca.org.uk/>

- '7. What should your registered financial organisations do, when one notifies them of a dispute; and are they allowed to pass on personal data to third parties without the consent and agreement of the one who has made the dispute.'*

A regulated firm should have a complaints procedure in place in order for individuals to raise concerns about how the firm has handled their personal data. If an individual is not satisfied with the outcome of their complaint they should then contact the ICO.

Yours sincerely



Sandra Collins
Information Access Team

Your right to complain under the FoI Act

If you are unhappy with the Bank's response, you may ask for that decision to be reviewed internally. Please note that this will be subject to the Bank having received your submission within two months of the date of this response. In order to submit an internal review, please set out the grounds for your appeal and send it to Wendy Galvin, Information Access Team (TS-Mz), Communications Directorate, Bank of England, Threadneedle Street, London, EC2R 8AH or by email to enquiries@bankofengland.co.uk for the attention of Wendy Galvin.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Privacy notice

When you contact us, the Bank collects information about you. This includes your name, contact details and anything you choose to disclose in your correspondence.

We collect your personal data to assess your request and prepare our response to you. Our basis to process this data is that it is necessary for us to satisfy a legal obligation.

We will keep your personal data for 10 years. You can request that we no longer use your personal data, by contacting us via the website link below.

You have a number of rights under data protection laws, for example you have the right to ask us for a copy of the personal data the Bank holds about you. This is known as a 'Subject Access Request'. You can ask us to change how we process or deal with your personal data, and you may also have the right in some circumstances to have your personal data amended or deleted. To find out more about those rights, to make a complaint, or to contact our Data Protection Officer, please see our website at www.bankofengland.co.uk/privacy