

REPUBLIC OF RWANDA



NATIONAL CYBER SECURITY AUTHORITY
DATA PROTECTION & PRIVACY OFFICE

COMPLAINT FORM

SECTION 1 – PARTICULARS OF COMPLAINANT	
Names:	
ID Number / Passport Number:	
Address: (Province, District, Sector, Cell, Village)	
E-mail address (if available):	
Phone Number:	
Complaint is against: (name of the data controller ¹ or data processor ²)	
Contact Person: (name of your contact person at the data controller or data processor)	

¹ Data Controller means natural person, public or private corporate body or legal entity which, alone or jointly with others, processes personal data and determines the means of their processing.

² Data Processor means public or private corporate body or legal entity, which is authorised to process personal data on behalf of the data controller.

SECTION 2- DESCRIPTION OF COMPLAINT

Circumstance <i>(Tick as appropriate)</i>	Description <i>(Provide facts in chronological order and clarify the remedy/action that you seek)</i>
<input type="checkbox"/> You are concerned about how your information is secured.	
<input type="checkbox"/> An organization will not give you details on information it has about you.	
<input type="checkbox"/> An organization is holding information about you that is inaccurate or incomplete and has not made corrections when requested.	
<input type="checkbox"/> An organization has not honored your request to destroy or delete a record of your personal data held by them which is inaccurate, irrelevant, excessive, out of date, incomplete, misleading, obtained unlawfully or they no longer have the authority to retain.	
<input type="checkbox"/> Your personal details have been shared with another organization without your consent or no legal basis for doing so.	
<input type="checkbox"/> Your personal details have been used for direct marketing without your consent.	
<input type="checkbox"/> The organization has not given you enough information to enable you make an informed consent prior to the collection of your personal data.	
<input type="checkbox"/> An organization collects and uses your personal data without your prior consent in circumstances that required them to obtain your consent. <input type="checkbox"/> An organization collects or uses personal data relating to children without obtaining prior consent of the parent or guardian or any other person having authority to make decisions on behalf of the child.	

<input type="checkbox"/> Your request to an organization to stop using, holding, storing or sharing your personal data has not been honored and this has led or likely to lead to your distress or cause you unwarranted substantial damage.	
<input type="checkbox"/> An organization makes an automated decision without any human involvement and such decision has a significant adverse effect on you in relation to your personal data.	
<input type="checkbox"/> You become aware of an organization collecting or using your personal data and it does not have a complaint handling system to deal with complaints from individuals whose information is collected and used.	
<input type="checkbox"/> An organization is using your personal data for a purpose other than one for which your information was collected and that new purpose is not compatible with the original purpose, and neither have you given your consent in relation to the new purpose.	
Others: Please specify	

- Notes:** 1. Provide supporting evidence (provide any relevant document, recording, link or screenshot that could help to handle your complaint).
2. Please convert all documents including form into PDF, zip, and send them to complaint@dpo.gov.rw and copy dpp@ncsa.gov.rw.

Name:

Signature and Date :