



# Bank Directive

## Personal Data Privacy Request and Review Mechanisms

### **Bank Access to Information Policy Designation**

Public

### **Catalogue Number**

EXC6.05-DIR.107

### **Effective**

September 14, 2022

### **Last Revised On**

March 20, 2025

### **Content**

This Directive establishes the Bank's Request and Review Mechanisms

### **Applicable to**

IBRD, IDA

### **Issuer**

Chief of Staff, EXC

### **Sponsor**

Senior Vice President and General Counsel, LEGVP

## SECTION I – PURPOSE AND APPLICATION

1. This Directive establishes the Bank’s mechanisms, pursuant to Section III, paragraph 7 (b) of the Privacy Policy, to provide Data Subjects with a method to: i. request information regarding the individual’s Personal Data Processed by the Bank; and ii. seek redress if the Data Subject reasonably believes that the individual’s Personal Data has been Processed in violation of the World Bank Group Policy: Personal Data Privacy (“Privacy Policy”).
2. This Directive applies to the Bank.
3. This Directive applies to Personal Data covered by the Privacy Policy pursuant to its Section VI, paragraph 1.

## SECTION II – DEFINITIONS

As used in this Directive, the capitalized terms and acronyms have the meanings set out in the World Bank Group Policy: Personal Data Privacy or as set out below:

1. **World Bank Accountability Mechanism:** The mechanism comprised of the Inspection Panel and the Dispute Resolution Service.
2. **Bank:** IBRD and IDA.
3. **Call for Review:** A Data Subject’s call to seek redress due to a reasonable belief that the Bank has Processed that Data Subject’s Personal Data in violation of the Privacy Policy pursuant to Section III.C of this Directive.
4. **Data Subject:** the natural living person whose Personal Data is Processed.
5. **EIJ Investigations:** the investigations team of the Ethics and Internal Justice Services Vice Presidency.
6. **Evaluation Officer or EO:** The evaluation officer for Bank guarantee and certain carbon finance projects, as applicable.
7. **External Privacy Review Panel:** As defined in Section III.C, paragraph 4 of this Directive.
8. **First Tier Reviewer:** As defined in Section III.C, paragraph 2(a) of this Directive.
9. **GIA:** Group Internal Audit.
10. **IEG:** Internal Evaluation Group.
11. **Request for Information:** A Data Subject’s request for information regarding a Data Subject’s Personal Data Processed by the Bank pursuant to Section III.B of this Directive.
12. **Reviewer:** The entity or individual responsible for reviewing allegations of Processing in violation of the Privacy Policy.
13. **Second Tier Reviewer:** As defined in Section III.C, paragraph 3 of this Directive.

14. **Sanctions Board:** The World Bank Group Sanctions Board.
15. **Sanctions File:** The record held by INT, OSD or the Sanctions Board and Sanctions Board Secretariat of all information concerning a specific sanctions case initiated by INT, including submissions, evidence, communications, determinations and decisions relating to the relevant sanctions proceedings. The Sanctions File is closed with the final decision, either by OSD or the Sanctions Board and reopened based on a request for reconsideration or other similar correspondence.
16. **SDO:** The Chief Suspension and Debarment Officer of the Bank.
17. **Staff:** Individuals holding an appointment under Staff Directive 4.01 “Appointment.”
18. **Third Party:** A legal person, other than the WBG Institutions, or a natural person, other than Staff.
19. **World Bank Group Internal Justice Services:** Either of following: Respectful Workplace Advisors, Ombuds Services, Mediation Services, Peer Review Services, Performance Management Review.

## SECTION III – SCOPE

### A. Limitations and Conditions for Requests for Information and Calls for Review

#### 1. Limitations:

- a. The Bank allows a Data Subject’s Request for Information except in relation to matters set out below in points (1) – (5) and (10). In relation to matters set out in points (6) – (9) below, the Bank allows a Data Subject’s Request for Information except if these matters are reasonably adversely affected by such Request for Information.
- b. The Bank allows a Data Subject’s Call for a Review except in relation to matters set out below in points (1) – (5). In relation to matters set out in points (6) – (10) below, the Bank allows a Data Subject’s Call for a Review except if these matters are reasonably adversely affected by such Call for Review.
  - (1) Judicial, adjudicative and administrative proceedings, including by the World Bank Group Internal Justice Services, the World Bank Administrative Tribunal, and in relation to information contained in the Sanctions File;
  - (2) Activities of the Board of Governors, the Board of Executive Directors or the Executive Directors, their Alternates or Senior Advisors.
  - (3) Activities covered by attorney-client privilege, including, among other things, communications provided and/or received by the General Counsel, in-house Bank counsel, and other legal advisors.
  - (4) Activities of the Integrity Vice Presidency (INT) and EIJ Investigations (EIJ) without prejudice to procedures which EIJ may offer independently to Data Subjects in relation to their Personal Data;

- (5) Activities of the World Bank Accountability Mechanism, Group Internal Audit (GIA), the Internal Evaluation Group (IEG);
- (6) Activities essential for the functioning of the Bank, including institutional deliberations;
- (7) The integrity of research, statistics, and archiving in a material way;
- (8) The privacy of any other individual;
- (9) The security and safety of any other individual;
- (10) Contractual obligations to a Third Party legally precluding the Bank from sharing the information with the Data Subject.

2. Conditions:

- a. In case of a Request for Information, a Data Subject personally, or, where otherwise impossible through a duly authorized representative, makes a formal Request for Information and is specifying the Data Subject's prior contact with or exposure to the Bank to support the retrieval of information. Staff Data Subjects request any available information through the Human Resource self-service portal (myHR) or other personnel administration self-service applications available to Staff prior to submitting a Request for Information.
- b. In case of a Call for Review, a Data Subject personally or through a duly authorized representative, makes a formal Call for Review demonstrating the Data Subject's reasonable belief of a violation by the Bank of the Privacy Policy and noting a previous unsuccessful request to the Bank, where feasible, to correct the violation.
- c. The Request for Information or Call for Review is not abusive or unreasonable, including but not limited to repetitive requests of the same kind or requests in relation to information that is already known to the Data Subject. Class or collective actions are explicitly excluded.

**B. Request for Information**

1. A Data Subject may request any of the following information:

- a. Confirmation whether or not the Bank is Processing the Data Subject's Personal Data;
- b. Information about the types of Personal Data Processed by the Bank pertaining to that Data Subject;
- c. Information in relation to such Personal Data about:
  - i. The specific and legitimate purposes of the Processing;
  - ii. The retention period;
  - iii. Whether the Personal Data has been transferred to any Third Parties.

- d. Access to such Personal Data, either by providing, at the discretion of the Bank, an opportunity, at the Data Subject's own expense and subject to the Bank's approval, to inspect such Personal Data on the Bank's premises or by providing copies of such Personal Data to the Data Subject.
2. Information relating to Request for Information proceedings is classified as confidential in accordance with World Bank Group Procedure: AMS 6.21A - Information Classification and Control Policy. Personal Data responsive to the Request for Information is retrieved manually or through electronic data discovery. The Information Technology Vice Presidency may conduct data discovery at the instruction of the relevant business unit on Bank systems to retrieve Personal Data responsive to the Request for Information in accordance with the requirements set out in this Directive and related procedures.

### **C. Call for Review**

1. A Data Subject may submit a Call for Review whether the Bank is Processing or has Processed the Data Subject's Personal Data in violation of Principles 1 – 6 and 7 (b)(i) of the Privacy Policy.
2. First Tier Review:
  - a. A Data Subject may submit a Call for Review to the Chief Data Privacy Officer (the "First Tier Reviewer"). The First Tier Reviewer conducts the First Tier Review, determines whether a violation has taken or is taking place and determines the relief according to Section III.C, paragraph 2(b) of this Directive.
  - b. Relief: If the First Tier Reviewer determines a violation of Principles 1 – 6 and 7 (b)(i) of the Privacy Policy, the First Tier Reviewer decides on one of the following to be provided to the Data Subject:
    - i. Deletion of Personal Data Processed without legitimate purpose according to Section III, para. 1 of the Privacy Policy, in violation of the data minimization Principle according to Section III, paragraph 2 of the Privacy Policy or in violation of the storage limitation Principle according to Section III, paragraph 4 of the Privacy Policy.
    - ii. Rectification or amendment of Personal Data Processed in violation of the data accuracy Principle of Section III, paragraph 3 of the Privacy Policy.
    - iii. Other appropriate measures at the sole discretion of the First Tier Reviewer to remedy the violation of the fairness and transparency Principle according to Section III, para. 1 of the Privacy Policy, the purpose limitation Principle according to Section III, paragraph 2 of the Privacy Policy, the security Principle according to Section III, paragraph 5 of the Privacy Policy, the transfer Principle according to Section III, paragraph 6 of the Privacy Policy or a violation of the Request Mechanism according to Section III, paragraph 7 (b) (i) of the Privacy Policy as set out in Section III.B of this Directive with respect to the Data Subject. No compensation, costs, fees, or other remedies are available.

- iv. Any relief is limited to remediating the violation in the specific case under consideration for the relevant Data Subject.
3. Second Tier Review: Following the First Tier Review, the Data Subject may submit an appeal in connection with the Call for Review to the following “Second Tier Reviewer”:
  - a. Second Tier Review for Data Subjects having standing before the World Bank Administrative Tribunal: The World Bank Administrative Tribunal pursuant to the provisions of the Statute of the World Bank Administrative Tribunal.
  - b. Second Tier Review for all other Data Subjects: An External Privacy Review Panel. The External Privacy Review Panel:
    - i. Reviews de novo the Data Subject’s Call for Review; and
    - ii. Upholds or reverses the First Tier Reviewer’s determination.
    - iii. The determination of the External Privacy Review Panel is final and binding. No Call for Review is heard relating to a Processing activity over which the Second Tier Reviewer has already made its determination in a prior Call for Review.
4. External Privacy Review Panel:
  - a. The External Privacy Review Panel is a panel of three experts, comprised of one chair and two members.
  - b. The External Privacy Review Panel meets in session twice a year at the Bank’s Headquarters or virtually.
  - c. The Bank may appoint any person to the External Privacy Review Panel. The individuals serving on the External Privacy Review Panel are:
    - i. Appointed by the President for a maximum of two terms of three years each.
    - ii. One expert on privacy and data protection in a public sector entity. Two individuals who are familiar with the Bank, one of them through first-hand experience, such as former Staff.
    - iii. Independence: Executive Directors, Alternates, Advisors, and current Staff, do not serve on the External Privacy Review Panel. A former Staff is not appointed on the External Privacy Review Panel if they have a personal interest or significant involvement in any Bank activity in any capacity.
5. Information relating to Call for Review proceedings is classified as confidential in accordance with World Bank Group Procedure: AMS 6.21A - Information Classification and Control Policy.

**D. Request and Review Procedures:** Procedures concerning Requests for Information and Calls for Review are set out in the Bank Procedure: Personal Data Privacy Request and Review Mechanisms Procedures.

## SECTION IV – EXCEPTION

N/A

## SECTION V – WAIVER

The President may waive any provision of this Directive within the President’s authority.

## SECTION VI – OTHER PROVISIONS

1. Authority of the First Tier Reviewer and Second Tier Reviewer
  - a. The First Tier Reviewer and the Second Tier Reviewer are the sole venue for claims concerning the violation of the Privacy Policy.
  - b. The First Tier Reviewer and Second Tier Reviewer do not review matters within the authority of: (1) the World Bank Accountability Mechanism according to Resolution No. IBRD 2020-0004/IDA 2020-0003, dated September 8, 2020 (the “Inspection Panel Resolution”) and Resolution No. IBRD 2020-0005/IDA 2020-0004, dated September 8, 2020 (“The World Bank Accountability Mechanism Resolution”) ; (2) institutions of the Sanctions System according to the WBG Policy: Sanctions for Fraud and Corruption including determinations with respect to Personal Data which would impinge on the competence of other review bodies, including the SDO/EO and Sanctions Board; (3) the Access to Information Committee or Access to Information Appeals Board according to the Bank Policy on Access to Information; (4) the Ethics and Business Conduct Department or the Integrity Vice Presidency and Human Resources Vice President regarding the determination whether misconduct occurred in connection with the Processing of Personal Data.
2. The Bank’s mechanisms established through this Directive by management do not cover Personal Data Processed by the Board of Governors, Board of Executive Directors, Executive Directors, their Alternates or Senior Advisors.
3. The Bank works with other organizations of the World Bank Group to establish reasonable processes for the treatment of Requests for Information and, as appropriate and necessary, Calls for Review relating to joint projects entailing Personal Data Processing by different organizations of the World Bank Group, or joint Processing.

## SECTION VII – TEMPORARY PROVISIONS

Requests for Information and Calls for Review in relation to Personal Data Processing by the Bank taking place between February 1, 2021 and October 1, 2021 are excluded, consistent with Section III, paragraph 7 (b) of the Privacy Policy

## **SECTION VIII – EFFECTIVE DATE**

This Directive is effective as of the date stated on its cover.

## **SECTION IX – ISSUER**

The Issuer of this Directive is the President.

## **SECTION X – SPONSOR**

The Sponsor of this Directive is the Senior Vice President and Group General Counsel.

## **SECTION XI – RELATED DOCUMENTS**

World Bank Group Policy: Personal Data Privacy

Bank Procedure: Personal Data Privacy Request and Review Mechanisms Procedures

Bank Directive: Personal Data Privacy External Privacy Review Panel

## **SECTION XII – REVISION HISTORY**

March 21, 2025: Name change from External Expert Reviewer to External Privacy Review Panel.

## **ANNEX(ES)**

None.

Questions regarding this Directive should be addressed to the Sponsor.