

Grievance Redress Service (GRS) Personal Data Privacy Notice and Consent

The World Bank via the Grievance Redress Service (GRS) processes personal data provided by complainants and/or their authorized representatives. Personal data include names, contact information, and documents or information related to the issues raised in the complaint. The GRS may request additional personal information from complainants or their authorized representatives if this information is deemed necessary to process the complaint. Please do not share unsolicited personal data if it is not relevant for case processing by the GRS (e.g., nationality, physical address, copies of contracts).

The GRS stores complainants' personal data and correspondences related to the issues raised in complaints in its Case Management System with secure access restrictions in place. The personal data is typically retained for 6 years after the end of the fiscal year in which complaints were received by the GRS, in accordance with the applicable World Bank Records Retention and Disposition Schedule (RRDS). The GRS may retain these records for a longer duration if there is a legitimate business need to do so (e.g., audit requirements or reporting purposes). The RRDS is subject to change without prior notice. The GRS uses anonymized data from the complaints it receives for analytical assessments, learning purposes, and reporting requirements. This may include analyzing trends observed in complaints, identifying recurring issues, preparing monthly status reports and other learning products.

All personal data and complaints received by the GRS will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information to third parties (such as the entity about which the complaint is being made or the government counterpart). If the nature of the complaint is so specific that it cannot be resolved without disclosing identifying or personal information (as determined by the GRS), the GRS will seek your consent for the World Bank to share your personal information and complaint with relevant third parties, including the relevant government counterpart, for follow-up and action in relation to the issues raised in the complaint. The counterpart's follow-up may require additional communication with project contractors or other third parties in relation to the issues raised in your complaint as needed. In certain cases, the GRS may offer complainants the option of designating an authorized representative to facilitate communication on their behalf.