



When can I expect a response?

From the time complaints are received, the Complaints and Investigation Division, through its Investigating Officers, has thirty (30) calendar days to give due course or dismiss the complaint without prejudice.

From here, the entire process, up to final adjudication, should take about ten to twelve months.

If there is an application for the issuance of a temporary ban on the processing of personal data, the complaint proceedings will be suspended until the application is finally resolved. A summary hearing or submission of position papers or other pleadings and the payment of the proper bond¹⁷ is necessary. This process can happen from one to two weeks after the filing of this request.

If the subject of the complaint is a data breach that the personal information controller must report to the NPC, the NPC may already be acting on the matter before you even file the complaint.

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Mula sa pagtanggap ng mga reklamo, ang *Complaints and Investigation Division* ng mga *Investigating Officers* nito, ay may tatlung (30) araw upang bigyan aksyon o i-*dismiss* ang reklamo.

Mula dito, ang buong proseso, hanggang sa huling paghatol, ay maaaring tumagal kumulang sampu hanggang labindalawang buwan.

Kung mayroong *application for the issuance of a temporary ban on the processing of personal data*, ang mga paglilitis sa reklamo ay masususpindi hanggang sa tuluyang malutas. Kinakailangang may magaganap na *summary hearing* o pagsusumite ng mga *pleading* at ang pagbabayad ng tamang bond. Maaaring mangyari mula isa hanggang dalawang linggo pagkatapos ng paghahain ng *application for the issuance of a temporary ban on the processing of personal data*.

Kung ang inirereklamo ay isang data breach na dapat iulat ng *personal information controller* sa NPC, posibleng naaksyunan na ng NPC bago pa man may naghain ng reklamo.

Bookmarks

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