

Inspection Panel Privacy Notice

Last Modified: June 9, 2020

The World Bank Inspection Panel is an independent complaints mechanism for people and communities who believe that they have been, or are likely to be, adversely affected by a World Bank-funded project. The Inspection Panel was created to ensure that people have access to an independent body to which they can express their concerns and seek recourse.

The Inspection Panel is an impartial fact-finding body, which is independent from World Bank management and staff and reports directly to the World Bank Board of Executive Directors. The Panel process aims to promote accountability at the World Bank, give affected people a greater voice in activities supported by the World Bank that affect their rights and interests, and foster redress when warranted.

This Privacy Notice informs you about the processing of your personal data in the context of a complaint submitted to the Inspection Panel.

What type of complaints can be reported to the Inspection Panel?

The Inspection Panel assesses allegations of harm to people or the environment and reviews whether the Bank followed its operational policies and procedures. Sample allegations of harm include:

- Adverse effects on people and livelihoods as a consequence of displacement and resettlement related to infrastructure projects, such as dams, roads, pipelines, mines and landfills;
- Risks to people and the environment related to dam safety, use of pesticides and other indirect effects of investments;
- Risks to indigenous peoples, their culture, traditions, lands tenure and development rights;
- Adverse effects on physical cultural heritage, including sacred places; and
- Adverse effects on natural habitats, including protected areas such as wetlands, forests, and water bodies.

The Inspection Panel collects and processes personal data in this context to the extent consistent with or reasonably necessary to enable it to fulfill its [mandate as set forth by the World Bank Board](#).

How are complaints submitted to the Inspection Panel?

Instructions for filing a Request for Inspection (complaint) and the Request for Inspection form are on the Inspection Panel's website: <https://www.inspectionpanel.org/how-to-file-complaint>.

Requests are filed with the Executive Secretary, the Inspection Panel, The World Bank, MSN: MC 10-1007 1818 H St., NW, Washington, DC 20433, USA. Fax: +1(202)-522-0916. Email: ipanel@worldbank.org

What information does the Inspection Panel collect?

In order to respond to a Request for Inspection, the Inspection Panel collects and processes:

- The names and contact details of the individuals filing the Request (the Requesters), or the names and contact details of the Requesters' representative;
- Information necessary to ascertain that the Requesters are project-affected people who live in the project area; and
- Details about the alleged harm caused by the World Bank not following its policies and procedures in projects that it funds.

Requesters may elect for their names and contact details to be kept confidential. If Requesters ask for confidentiality, the Inspection Panel will not disclose their names and contact details to anyone outside of the Panel.

How will the information be used?

The phases of the Inspection Panel's process include: (i) receipt of the Request; (ii) decision on whether to register the Request; (iii) decision on the eligibility of the Request and the Panel's recommendation to the Board on whether an investigation is warranted; (iv) the Panel's investigation if one is recommended and approved by the Board; (v) the submission of the Panel's Investigation Report to the Board; and (vi) the Board's approval of the Management Action Plan in response to the Panel's investigation. The Panel consults with all relevant stakeholders, including the Requesters, throughout the process. The Inspection Panel's Operating Procedures can be found [here](#).

The Inspection Panel understands that submitting a Request for Inspection may put Requesters at risk of retaliation. In addition to offering confidentiality to Requesters, the Panel takes care to (i) identify and monitor potential risks of retaliation, including emerging risks, (ii) plan and adopt preventive measures to address and reduce those risks, and (iii) identify appropriate responses if retaliation occurs. The Inspection Panel's Guidelines to Reduce Retaliation Risks and Respond to Retaliation During the Panel Process can be found [here](#).

How is information protected?

The World Bank maintains appropriate technical and organizational safeguards against unauthorized processing personal data, and against accidental loss, destruction or damage. In addition, the World Bank requires its third-party service providers to appropriately safeguard the privacy and security of personal data they process for the World Bank. Third-party service providers are not authorized to use or disclose personal data, except as necessary to perform services to the World Bank.

How long will information be kept?

The Panel makes public on its website documents related to the Request for Inspection during and following the completion of the Panel process. Documents are redacted as necessary to protect the identities of Requesters who have asked for confidentiality.

Official case documents are kept permanently. Hard copies of these documents are archived onsite in the Panel office and can be accessed only by Panel members and staff. Electronic copies of the documents are kept in cloud-based document management files accessible only to Panel members and staff.