



PrivacyTrust

Dispute Resolution Report

1st August 2016 – 31st July 2017

Summary

Total Submissions Received	15
Valid Privacy Shield complaints received	0
Average time to process valid complaints	N/A

From 1st August 2016 to 31st July 2017 PrivacyTrust received **15** submissions using our Privacy Shield complaints form.

Of these **0** were valid complaints covered by the Privacy Shield program.

Break down of invalid complaints:

- **8** did not contain a coherent message.
- **6** were not from EU citizens. They were redirected to the companies concerned for resolution.
- **1** did not relate to an issue covered by Privacy Shield. They were redirected to the companies concerned for support.

Types of Complaints

Non-Applicable as **0** complaints were resolved for this period.

Average time to process valid complaints

Non-Applicable as **0** complaints were resolved for this period.

Outcomes

Non-Applicable as **0** complaints were resolved for this period.