

Complaints and Offences in Personal Data Protection:

48. Unlawful processing of personal data:

- Processing, disseminating, or disclosing personal data against the Act's provisions is an offence.
- Fine up to \$125,000 USD for the first offence, may increase to \$250,000 USD for subsequent violations.
- Higher fines for sensitive and critical personal data violations - up to \$500,000 USD and \$1,000,000 USD respectively.

49. Failure to adopt data security measures:

- Failure to implement adequate data security measures, as per the Act, results in a fine up to \$50,000 USD.

50. Issue enforcement orders and impose penalties:

- Failure to comply with Commission or court orders incurs a fine up to \$50,000 USD.
- Data controllers/processors violating Act provisions may face fines up to \$2,000,000 USD or suspension/termination of registration.
- Legal entities may be fined up to 1% of annual gross revenue in Pakistan or \$200,000 USD, whichever is higher.

51. Complaint:

- Individuals can file complaints with the Commission for personal data protection violations.
- Complaints cover breaches of consent, obligations, false information, or any matter related to personal data protection.
- Complaint filing involves reasonable fees, online submission, acknowledgment within three days, and disposal within 30 days.
- The Commission can seek explanations from involved parties and issue directives to prevent data protection breaches.

52. Appeal:

- Appeals against Commission decisions go to the High Court or a designated Tribunal.
- The High Court or Tribunal decides appeals within ninety days.

- Appeals against Commission officers' decisions must be filed with the Commission within thirty days, with the Commission deciding within thirty days.