

## **The complaint**

Mr A complains that Barclays Bank UK PLC disclosed his personal information without his consent.

## **What happened**

Mr A says a Barclays employee disclosed his personal information without his consent. He would like an explanation and investigation into what took place. He also says he believes Barclays has deleted evidence of what took place.

Barclays says it wrote to Mr A on 20 March 2023 in response to his complaint. It says it asked him for details of what he says took place and with whom he says the information was shared. Barclays says Mr A didn't respond and it has no record of a court case as Mr A suggests is ongoing.

Mr A brought his complaint to us, and our investigator didn't uphold it. The investigator didn't think Mr A had provided Barclays or us with sufficient information to investigate what took place. The investigator told Mr A we are an alternative to court proceedings and that Barclays request for further information was reasonable.

Mr A doesn't accept that view and says he has a recording of a telephone conversation which he intends to reveal in court proceedings.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so I have come to the overall view that I don't uphold this complaint.

I have looked carefully at Mr A's complaint letter to Barclays and its response. Having done so I'm satisfied that Mr A didn't provide Barclays with any real information about his complaint which would have allowed it to carry out an investigation. I don't think Mr A provided the date of the alleged data breach, the exact nature of any data breach or with whom any data was shared. I can't see how Barclays could carry out any form of investigation into Mr A's complaint without that information.

I can see that Barclays fairly wrote to Mr A on 20 March 2023 and asked him before that date for further information about his complaint. But Mr A didn't reply and so I don't think Barclays acted unfairly by telling Mr A that it could not find any evidence of his data being shared. I don't know why Mr A makes a complaint to both Barclays and us but refuses to provide any more than the general nature of his complaint. I hope Mr A appreciates that without specific information about this complaint then it is impossible for Barclays or us to be able to conclude it made a mistake or acted unfairly.

I have not seen any evidence that Barclays disclosed Mr A's personal information and am satisfied it has carried out an investigation as best it can in these circumstances.

Overall, I find this now brings an end to what we in trying to resolve this dispute informally can do. I have not seen any evidence of court proceedings that Mr A says prevents him from sharing further information with us. And I don't think it clear why Mr A hasn't shared the phone call recording with either us or Barclays if he says its relevant. I find Mr A has been repeatedly asked by both Barclays and us for further information about this complaint. And has had since February 2023 to provide it. In those circumstances I can't fairly conclude Barclays shared Mr A's personal data, deleted its records or acted unfairly.

### **My final decision**

My final decision is that I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr A to accept or reject my decision before 23 December 2023.

David Singh  
**Ombudsman**