

# Contact us

If you have questions, want to know more about ING's data policies and how we use your personal data, you can **primarily contact us through our usual channels** by:

- Connecting to your ING Home'Bank, Business'Bank or Smart Banking (app) and sending us a message with a reference to "Privacy",
- Visiting your local branch, contacting your relationship manager, your personal or private banker,
- Calling us +32.2.464.60.04, or
- Sending us an e-mail to [info@ing.be](mailto:info@ing.be) referencing "Privacy".

**In case of disagreement or complaints** related to the processing of your personal data, you can send us a request with "Privacy" as reference via:

- E-mail: [plaintes@ing.be](mailto:plaintes@ing.be) / [klachten@ing.be](mailto:klachten@ing.be)
- Letter: ING Complaint Management, Cours Saint Michel 60/Sint-Michielswarande 60, B-1040 Brussels.

If you did not obtain a satisfactory resolution of your case or if you would like to receive further information about this Privacy Statement, you can submit a written request to the ING Data Protection Officer via:

- E-mail: [ing-be-PrivacyOffice@ing.com](mailto:ing-be-PrivacyOffice@ing.com)
- Letter: ING Privacy Office, Cours Saint Michel 60/Sint-Michielswarande 60, B-1040 Brussels.

When you contact us we will have to identify you before carrying out your request. We may for example ask you to an ING branch to identify you correctly. You may be asked to provide us with a valid ID or passport.