

## PRIVACY NOTICE

### [Registration of data subject's complaints](#)

The European Union Agency for Fundamental Rights (FRA) processes the personal data of a natural person in compliance with Regulation 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

This privacy notice explains FRA's policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We recognise that information privacy is an ongoing responsibility, and we will update this notice where necessary.

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## PRIVACY NOTICE

### **1. Why do we collect personal data?**

We collect the personal data in order to enable FRA to manage the complaint of a person regarding her/his rights to access, access, rectification, erasure, restriction of processing, object and data portability.

The provision of personal data is necessary for the identification of the data subjects and for the effective handling of their complaints.

Possible consequence for not providing such data for the individual is the impossibility to manage and respond to the complaints for exercising the data subject's rights.

### **2. What kind of personal data does the Agency collect?**

The personal data may include your identification and contact details (first name, surname, email address, postal address, postcode and the country of residence).

### **3. How do we collect your personal data?**

We collect only the personal data you provide us with by filling in the complaint regarding your data subject rights on the website of the Agency.

### **4. Who is responsible for the processing your personal data?**

The Agency is the legal entity responsible for the processing of your personal data and determines the objective of this processing activity. The Head of the Corporate Services Unit is responsible for this processing operation.

### **5. Which is the legal basis for this processing operation?**

Registration of data subject's requests is necessary for compliance with a legal obligation of EU law to which the Agency is subject. Therefore, the processing is lawful under Article 5(b) of the Regulation (EU) No 2018/1725.

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### **6. Who can see your data?**

The data subjects requests regarding their data protection rights received by the Agency are directed towards the Data Protection Officer and only authorized staff members can access your data.

### **7. Do we share your data with other organisations?**

Personal data is processed by the Agency only. In case that we need to share your data with third parties, you will be notified to whom your personal data has been shared with.

### **8. Do we intend to transfer your personal data to Third Countries/International Organizations?**

No.

### **9. When we will start the processing operation?**

We will start the processing operation you are submitting your complaint for exercising your data protection rights.

### **10. How long do we keep your data?**

Data is kept for 5 years after the compliant case is closed.

### **11. How can you control your data?**

You can access, modify or delete your personal data by sending an email request to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu). More details are provided below.

#### **a. Your data protection rights**

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. You are not required to pay any charges for exercising your rights.



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### **a) Can you access your data?**

You have the right to receive confirmation whether or not we process your personal data. Furthermore, you can have access to such data, as well as obtain copies of your data undergoing processing, at any time and free of charge, by sending an email request to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu).

### **b) Can you modify your data?**

You have the right to ask us to rectify - update or correct your data you think is inaccurate or incomplete at any time by sending an email request to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu).

### **c) Can you restrict us from processing your data?**

You have the right to block the processing of your personal data at any time by sending an email request to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu) when you contest the accuracy of your personal data or when the Agency no longer needs the data for completing its tasks. You can also block the processing activity when the operation is unlawful, and you oppose to the erasure of the data.

### **d) Can you delete your data?**

You have the right to ask us to delete your data at any time by sending an email request to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu) when the processing activity is unlawful.

### **e) Can you request the transfer of your data to a third party?**

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another, or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.

You are not required to pay any charges for exercising your rights. We have (time period) to respond to you.

### **f) Do you have the right to object?**

Yes, you have the right to object at any time by sending an email request to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu) when you have legitimate reasons relating to your particular situation. Moreover, you will be informed before your information is disclosed for the first time to third parties, or before it is used on their behalf, for direct marketing purposes.

The Agency will address your requests within 15 working days from the receipt of the request.

### **g) Do we do automated decision making, including profiling?**

No.

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### **12. What security measures are taken to safeguard your personal data?**

The Agency has several security controls in place to protect your personal data from unauthorised access, use or disclosure. We keep your data stored on computer systems with limited access to a specified audience only.

### **13. What can you do in the event of a problem?**

a) The first step is to notify the Agency by sending an email to [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu) and ask us to take action.

b) At any time you can lodge a complaint with the EDPS at <http://www.edps.europa.eu>, who will examine your request and adopt the necessary measures.

### **14. How do we update our privacy notice?**

We keep our privacy notice under regular review to make sure it is up to date and accurate.

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