

PRIVACY NOTICE

[Registration of incoming emails and letters \(FRA Infobox\)](#)

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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1. Why do we collect personal data?

We collect personal data to enable FRA to communicate with any person who is contacting the Agency via email or letter to:

1. Complain or seek information and advice relating to alleged acts of discrimination and human rights abuse
2. Order FRA publications
3. Request information and data relating to FRA's work
4. Enquire about traineeships and recruitment
5. Address invitations or request to visit the Agency or advice

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

Data relates to identification and contact details: name, surname, email address and a description of the problem, which might lead to the disclosure of sensitive data.

3. How do we collect your personal data?

The Agency may collect personal data using different methods i.e. through an online form, through emails or paper format.

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 Communications and Events Unit is responsible for this processing operation.

You can contact our Data Protection Officer at : dpo@fra.europa.eu

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

Having an open communication channel is necessary for the management and functioning of the Agency. Therefore, the processing is lawful under Article 5(a) of the Regulation (EU) No 2018/1725.

In addition, since the participation to this communication channel is not mandatory, the processing of the personal data is also in accordance with Article 5(d) of Regulation (EU) No 2018/1725.

According to the founding Regulation (EC) No 168/2007 of the Agency, we “should take measures to raise the awareness of the general public about their fundamental rights, and about possibilities and different mechanisms for enforcing them in general, without, however, dealing itself with individual complaints”.

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6. Who can see your data?

The complaints, enquiries or requests received by the Agency are directed towards the staff dealing with such issues, and only they can access this data because the files are password protected. In some cases, the content of particular communications may be transmitted for translation purposes to other staff members.

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 will we start the processing operation?

We will start the processing operation upon submission of your request.

10. How long do we keep your data?

The Agency will keep your data for up to **six (6) months** before being erased or destroyed. This time limit will begin to run from when FRA provides a response to your complaint, enquiry or request. In case there has been an ongoing correspondence between you and the Agency, the time limit for storage will begin to run from the date of the last correspondence.

It should be noted that, pursuant to article 14 of the European Code of Good Administrative Behaviour: “*No acknowledgement of receipt and no reply need be sent in cases where letters or complaints are abusive because of their excessive number or because of their repetitive or pointless character*”. In these cases the Agency will keep data for up to **one (1) month** before being erased or destroyed.

11. How can you control your data?

You can access, modify or delete your personal data by sending an email request to contact@fra.europa.eu. More details are provided below.

11.1. How valuable is your consent for us?

Since the participation in the complaining procedures is not mandatory, the processing is lawful because “the data subject has unambiguously given his or her consent”. Therefore, you have the right to withdraw your consent at any time, and we will delete your data or restrict its processing.

The consent will be collected through the registration form, in a separate and distinct manner.

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11.2. 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.

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 contact@fra.europa.eu.

b) Can you modify your data?

You have the right to modify your data without delay of inaccurate or incomplete personal data at any time by sending an email request to contact@fra.europa.eu. You have the right to update or correct at any time your identification data.

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 contact@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 contact@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 organization 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.

f) Do you have the right to object?

Yes, you have the right to object at any time by sending an email request to contact@fra.europa.eu when you have legitimate reasons relating to your particular situation. Moreover, you will be informed before your

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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.

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

The Agency has in place several security controls 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 contact@fra.europa.eu and ask us to take action.

b) The second step, if you obtain no reply from us or if you are not satisfied with it, contact our data protection officer (DPO) at dpo@fra.europa.eu.

c) 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 we update our privacy notice?

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

END OF DOCUMENT