



## European Ombudsman Consultations: Privacy Statement

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*The present Privacy Statement describes how the European Ombudsman protects your personal data when you reply to an Ombudsman consultation and what rights you have as a data subject.*

The European Ombudsman wishes to give the public and interested stakeholders the opportunity to express their views during relevant inquiries and other processes that would benefit from external input. She therefore launches public and targeted consultations, inviting third parties to respond to a range of questions.

Respondents are normally invited to complete the contact form on the Ombudsman's website which directs replies to the dedicated consultation mailbox. The personal data collected and further processed are data necessary for participation in the consultation, as follows: gender (to allow for a tailored response), first name, surname, email, language one would like to receive an answer in, other language one would accept an answer in, subject (the title of the consultation) and content (for the most part, the views of the individual on the topic). The replies, which can also be sent by letter or email, are processed by staff in the Ombudsman's Office. The European Ombudsman may contact respondents to request clarifications and/or to disseminate the results of the consultation/inquiry. The contact details of the person responsible for the inquiry are provided in the invitation to respond to the consultation.

As part of the inquiry procedure, the Ombudsman normally forwards to the relevant EU institution, body, office or agency all the contributions received. In the interests of transparency, the Ombudsman also normally publishes them online. Physical persons who consider that, in accordance with Regulation 2018/1725 (see below), their name should not be published should inform the Ombudsman.

Respondents are asked to avoid including unnecessary personal data in their replies, notably personal data of third parties. If such data are included, they will be redacted from the version that is published on the Ombudsman's website. Similarly, email addresses are redacted to avoid spam.

Personal data contained in responses to Ombudsman consultations are, unless an individual objects, posted indefinitely on the Ombudsman's website. They are also kept in the relevant case-file for as long as that file is stored in the Ombudsman's case management system. They are archived according to the Ombudsman's legal framework on archiving.



The legal basis for this processing operation is Article 11 TEU. Your personal data are processed in accordance with Regulation 2018/1725 on the protection of natural persons with regard to the processing of personal data by the EU institutions, bodies, offices and agencies. You have the right to access your personal data and to correct any inaccurate or incomplete personal data, as well as to request their deletion. To exercise your rights or to obtain any further information, you may apply directly to the Ombudsman. You may also contact the Ombudsman's Data Protection Officer.

Finally, you have the right of recourse at any time to the European Data Protection Supervisor if you consider that your rights under Regulation 2018/1725 have been infringed as a result of the processing of your personal data by the Ombudsman.