

March 2012

**PRIVACY STATEMENT FOR  
PROCESSING OF COMPLAINTS RECEIVED FROM THE EUROPEAN OMBUDSMAN  
(OLAF DPO-55)**

**1. DESCRIPTION OF THE PROCESSING OPERATION**

The processing of complaints received from the European Ombudsman consists of the following: preparing and sending OLAF's comments on complaints and replies on any further requests for information to the Ombudsman; following up on proposals for friendly solutions and draft recommendations, etc.; and maintaining files of complaints and related documentation.

The legal basis for the processing is Article 195 of the EC Treaty, and the Decision of the European Parliament on the regulations and general conditions governing the performance of the Ombudsman's duties Adopted by Parliament on 9 March 1994 (OJ L 113, 4.5.1994, p. 15) and amended by its decision of 14 March 2002 deleting Articles 12 and 16 (OJ L 92, 9.4.2002, p. 13).

**2. WHAT PERSONAL INFORMATION DO WE COLLECT, FOR WHAT PURPOSE, AND THROUGH WHICH TECHNICAL MEANS?**

The personal data collected consists of name, address, telephone number, e-mail, fax, position, information related to the complaint.

The purpose of the processing is to conform with the requirements of Article 195 of the EC Treaty.

The data is received by post from the Ombudsman, and from OLAF files related to the matter in question.

**3. WHO HAS ACCESS TO YOUR INFORMATION AND TO WHOM IS IT DISCLOSED?**

Staff of OLAF responsible for dealing with complaints to the Ombudsman have access, as well as staff of the European Ombudsman. The responsible staff of the Secretariat General of the Commission receives a copy of all responses sent by OLAF to the European Ombudsman.

**4. HOW DO WE PROTECT AND SAFEGUARD YOUR INFORMATION?**

In order to protect your personal data, a number of technical and organisational measures have been put in place. Concerning unauthorised access to equipment and data, the OLAF secure premises, protected by OLAF-specific physical security measures, host all hardware; network firewalls protect the logic perimeter of the OLAF IT infrastructure; and the main computer systems holding the data are security hardened. Administrative

measures include the obligation of all personnel having access to the system to be security vetted, and service providers maintaining the equipment and systems to be individually security cleared and to have signed non-disclosure and confidentiality agreements.

## **5. HOW LONG DO WE KEEP YOUR DATA?**

Files related to complaints to the Ombudsman are retained for a period of ten years after the decision of the Ombudsman is issued.

## **6. HOW CAN YOU VERIFY, MODIFY OR DELETE YOUR INFORMATION?**

You have the right to access the personal data we hold regarding you and to correct and complete them. Upon request and within three months from its receipt, you may obtain a copy of your personal data undergoing processing. Any request for access, rectification, blocking and/or erasing your personal data should be directed to the Controller ([olaf-fmb-data-protection@ec.europa.eu](mailto:olaf-fmb-data-protection@ec.europa.eu)). Exemptions under Article 20 (1) (a) and (b) of Regulation 45/2001 may apply.

## **7. RIGHT OF RECOURSE**

You have the right to have recourse to the European Data Protection Supervisor ([edps@edps.europa.eu](mailto:edps@edps.europa.eu)) if you consider that your rights under Regulation 45/2001 have been infringed as a result of the processing of your personal data by OLAF.