

SPECIFIC PRIVACY STATEMENT – HANDLING OF COMPLAINTS

1. The GoPro database

Your complaint is saved and processed in the GoPro database, which the Authority uses as an archive for complaints about infringements of EEA law by the EEA EFTA States.

2. Controller

The controller of the processing is the Internal Market Affairs Directorate.

3. Purpose

The purpose of saving/collecting the information contained in your complaint in the GoPro database is to enable the Authority to examine and archive allegations concerning infringements of EEA law and thus carry out its task under Article 109 EEA to monitor that the EEA EFTA States fulfil their obligations under the EEA Agreement. Furthermore, the EFTA Surveillance Authority will keep you informed of the case handling progress in relation to your complaint, using the contact information provided by you.

4. Information collected

The information collected includes the name and address of the person or a legal entity, their nationality, their telephone and fax numbers and email address, and (if applicable) the name of their representative (part 1/2 of the complaint form). The full text of the complaint, outlining the problems faced by the complainant, may, however, contain other data of a very diverse nature (part 2/2 of the complaint form).

5. Compulsory information

Certain information must be supplied in order to allow the Authority to examine complaint (your name and address, subject of correspondence, EEA EFTA State concerned, facts showing how the EEA State is in breach of EEA law). Failure to supply such information, and to supply the two parts of the complaint form (1/2 and 2/2) has the consequence that the Authority will treat

your complaint as an enquiry, the content of which only be kept for as long as necessary to deal with the question/enquiry.

6. Protection and safeguard

The collected personal information and all information related to the above-mentioned activities are stored on the GoPro servers, the operations of which are covered by the Authority's Data Protection Rules.

7. Who has access to your complaint

The information saved in the GoPro database is only accessible to the Authority's case handlers and IT support from GoPro. Within the Authority, the access to the personal information in part 1/2 of the complaint form is only granted to the case handler(s) in the Internal Market Affairs Directorate, Internal Market Affairs Directorate management and IT support. Where necessary, data pertaining to your complaint will be transferred to the EFTA States, the EFTA Court and/or EU institutions, pursuant to Articles 7-8 of Decision 235/16/COL.

8. How long is the information kept

Personal data contained in a complaint received by the EFTA Surveillance Authority is kept for the purposes of informing you of the progress of the case until the closure of the complaint case. After the closure of the complaint case, the deletion of the information enabling the person to be identified, kept in part 1/2 of the complaint form or similar, will be initiated – this also encompasses any other correspondence informing the complainant of developments in the complaint case. Information given by a legal entity complaining to the Authority is not deleted.

9. Procedure to grant rights

Data subjects have the right of access to personal data being processed by the EFTA Surveillance Authority, and the rights set out under Section 5 of College Decision No 235/16/COL (including

the rectification, blocking or erasure of those data, as well as the right of notification and the right to object).¹ A data subject request form can be found at www.eftasurv.int/data-protection.

10. REMEDIES

Complaints about the processing of complaint information can be addressed to the:

Data Protection Officer of the EFTA Surveillance Authority:

data-protection-officer@eftasurv.int

c/o EFTA Surveillance Authority, Rue Belliard 35, B 1040 Brussels

or to:

the European Data Protection Supervisor:

edps@edps.europa.eu

Rue Wiertz 60 (MO 63), 1047 Brussels, Belgium

¹ The Authority's data protection rules in are accessible under the following hyperlink: www.eftasurv.int/data-protection