

Directorate-General for Parliamentary Research Services  
Directorate for the Library and Knowledge Services  
Citizens' Enquiries Unit

## Data Protection Notice

Articles 15 and 16 of Regulation (EU) 2018/1725 of the European Parliament and the Council of 23 October 2018 apply to the processing of personal data carried out by the European Parliament.

### 1) Who processes your personal data?

The European Parliament is acting as the controller<sup>1</sup>. The entity in charge of controlling your personal data is the Citizens' Enquiries Unit (Ask EP), represented by its Head of Unit. To send a message to the data controller, please fill in the contact form at:

<http://www.europarl.europa.eu/askEP>.

### 2) What is the purpose of the processing of your personal data?

We will process your personal data in order to treat your message. This entails answering to you as well as processing data for statistical purposes.

With our reply, we may send you an anonymous client satisfaction survey. You are free to reply to the survey or not. If you decide to fill in the survey, you consent to the collection and treatment of your anonymised data. We will use the answers to improve our service to citizens.

### 3) What is the legal basis for the processing?

The legal basis for the processing is Article 24 of the Treaty on the Functioning of the European Union: 'Every citizen of the Union may write to any of the institutions or bodies referred to in this Article or in Article 13 of the Treaty on European Union in one of the languages mentioned in Article 55(1) of the Treaty on European Union and have an answer in the same language'.

### 4) What personal data is processed?

We process the personal information which you provide when completing the [contact form](#): 'Surname', 'First name', 'Country of residence', 'E-mail', 'EU official language of the enquiry', 'Other language which the Unit may use to reply' and 'Question'.

### 5) How will your personal data be processed?

Data is processed by the Citizens' Enquiries Unit. To provide you with an adequate reply, we may forward your message to another department in the European Parliament or to other EU institutions or bodies.

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<sup>1</sup> A Controller is the public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of the personal data. The controller is represented by the head of the entity.

## **6) For how long will your personal data be stored?**

We store personal data for a maximum duration of five years, after which it is destroyed. Retaining personal data for this time period allows us to provide you with a better service (on the basis of previous correspondence we may have exchanged with you).

## **7) Who are the recipients of your personal data?**

In order to provide you with an adequate reply, we may transmit your message and contact details to another department in the European Parliament or to other EU institutions or bodies, in particular our counterparts in the European Commission (Europe Direct) and in the Council of the EU (Public Info service).

In case of threats or intimidating content, we may share your personal data with the European Parliament services in charge of security and safety.

## **8) Will your personal data be shared with a non-EU country or international organisation?**

No, we will not share your personal data with a non-EU country or international organisation.

## **9) Are any automated processes<sup>2</sup> and/or profiling<sup>3</sup> used to make decisions which could affect you?**

No.

## **10) If personal data have not been obtained from you, what is their source?**

Not applicable.

## **11) What rights do you have?**

- Right to access your personal data
- Right to rectification of your personal data and, where applicable:
  - Right to erasure of your personal data
  - Right to restriction of processing
  - Right to object to processing
- Right to contact the European Parliament's data protection officer at [data-protection@europarl.europa.eu](mailto:data-protection@europarl.europa.eu)
- Right to lodge a complaint with the [European Data Protection Supervisor](mailto:edps@edps.europa.eu) at [edps@edps.europa.eu](mailto:edps@edps.europa.eu)

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<sup>2</sup> Making a decision solely by automated means and without any human involvement.

<sup>3</sup> Profiling analyses aspects of an individual's personality, behaviour, interests and habits to make predictions or decisions about them. Used to analyse or predict aspects concerning the data subject's performance at work, economic situation, health, personal preferences or interests, reliability or behaviour, location or movements, etc.