



Privacy statement

Processing of personal data on the occasion of external complaints

Personal data will be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council 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.

Purpose:

The Code of Conduct for the staff of EASA enables members of the public to file a complaint to determine when they think EASA has been in breach of the principles of sound administration set out in the Code.

The complaint form should be used to lodge a formal complaint only about the practice of EASA concerning administrative matters arising between it and members of the public. It shall not be used for formal appeals against EASA's decisions or for general feedback, nor is it to be used for complaints under the EC Staff Regulations.

Personal data collected and further processed:

The contact data is received in form of an email. Details of the complainant, including personal data (name, address, telephone, e-mail address) are entered into a register for recording the action taken and monitoring the timeliness of the response. Where appropriate the complaint will be forwarded to the relevant competent department for processing.

Data subjects: Members of staff, experts, members of National Aviation Authorities, members of the aviation industry and all citizens.

Data controller: Head of Executive Director's Office, info@easa.europa.eu

Recipients of personal data:

The record centre where the personal data are recorded and the competent Directorate/Department that will investigate the substance of the complaint and answer the complainant, without prejudice to a possible transfer to bodies in charge of a monitoring, auditing or inspection function in accordance with European Union legislation.

Data retention:

The complaints received electronically are stored for a retention period of 7 years and in line with EASA Records policy.

Contact & exercise of rights:

Should you require further information concerning the processing of your personal data or exercise your rights (e.g. access or rectify any inaccurate or incomplete data), please contact the Data Controller.

Recourse:

Data subjects have at any time the right to make a complaint regarding the processing of their personal data to [the European Data Protection Supervisor](#).