



PERSONAL DATA PROCESSING RECORDS AND COMPLIANCE CHECK LIST	Ref 069 External complaints
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Nr.	Item	Explanation
	External complaints	
1.	Last update of this record	01.12.2018
2.	Reference number	069
	Part 1 - Article 31 Record	
3.	Name and contact details of controller	Konrad-Adenauer-Ufer 3, D-50668 Cologne, Germany Contact: Head of Executive Director's Office info@easa.europa.eu
4.	Name and contact details of DPO	dpo@easa.europa.eu
5.	Name and contact details of joint controller (where applicable)	n/a
6.	Name and contact details of processor (where applicable)	n/a
7.	Purpose of the processing	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.
8.	Description of categories of persons whose data EASA processes and list of data categories	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.
9.	Time limit for keeping the data	The complaints received electronically are stored for a retention period of 7 years and in line with EASA Records policy.
10.	Recipients of the 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.



Nr.	Item	Explanation
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	No.
12.	General description of security measures, where possible.	In the record centre the personal data are stored in a way that only the processing Directorate/Department can access the information
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the privacy statement:	See Privacy statement.