

INFO REQUESTS AND QUESTIONS FROM CITIZENS

Key information

Controller

Cesare Onestini, Director of the ETF, Cesare.Onestini@etf.europa.eu

Business owner

Alastair Macphail, Head of Communications Department, info@etf.europa.eu

Data protection officer

Tiziana Ciccarone / Laurens Rijken, DataProtectionOfficer@etf.europa.eu

Purpose of the processing

The purpose of collecting personal data is to manage and reply to requests for information.

Legal basis

ETF Code of Good Administrative Behaviour (ref. ETF/01/DEC/001) in particular article 4 Dealing with enquiries

Personal data

Personal data concerned are:

- Name, e-mail, any other personal data provided by the requestor

Recipients of the personal data

For the purpose detailed above, access to personal data is provided to the ETF communication officers

Further information

Data retention

Personal data collected are kept for two years from the closure of the request for information.

Right of access, rectification or erasure, restriction, objection

Any request to access, rectify or erase personal data, or to restrict or object to the processing of personal data shall be addressed in writing to the ETF Communications Department, info@etf.europa.eu, giving details of the request.

Right to lodge complaint

Data subjects can at any time lodge a complaint on the processing of their personal data to the ETF Data Protection Officer (DataProtectionOfficer@etf.europa.eu) or to the European Data Protection Supervisor (<http://www.edps.europa.eu>).