

## INFO REQUESTS AND QUESTIONS FROM CITIZENS

### *Key information*

#### **Controller**

Cesare Onestini, Director of the ETF, [Cesare.Onestini@etf.europa.eu](mailto:Cesare.Onestini@etf.europa.eu)

#### **Business owner**

Alastair Macphail, Head of Communications Department, [info@etf.europa.eu](mailto:info@etf.europa.eu)

#### **Data protection officer**

Tiziana Ciccarone / Laurens Rijken, [DataProtectionOfficer@etf.europa.eu](mailto: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](mailto: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](mailto:DataProtectionOfficer@etf.europa.eu)) or to the European Data Protection Supervisor (<http://www.edps.europa.eu>).