

## Communications survey

### *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, [Alastair.Macphail@etf.europa.eu](mailto:Alastair.Macphail@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 enable the ETF or its contractor to contact respondents (with their consent) for ultimate information and discussion of the survey.

#### Personal data

Personal data concerned is the Email address of the respondent. Provision of these data is optional, and consent based.

#### Recipients of the survey data

The survey is performed by Restless Communications (UK) on behalf of the ETF, using the on-line survey tool provided by Typeform (ES), without the intervention of any additional third party.

#### Privacy and confidentiality safeguards

The personal data (where provided) is only available to the Restless Communications and to the ETF Communications department, and will not be shared. Typeform has put into place the appropriate technical and organisational measures to protect the personal data held in the survey tool.

### *Further information*

#### Data retention

The data of the survey will be stored on Typeform platform for the duration of the survey and deleted after exporting the results to Restless Communications.

Restless Communications will keep the raw data for the duration of the project, up to the delivery of the final report.

ETF will at conclusion of the project anonymise the raw data (where applicable) and keep the anonymised data for 6 months.

ETF will keep report(s) with aggregated and anonymous data for unlimited period for historical / research purposes.

#### 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 head of ETF communication department, [Alastair.Macphail@etf.europa.eu](mailto:Alastair.Macphail@etf.europa.eu) giving details of the request.

### Right to lodge complaint

Respondents can at any time lodge a complaint to the ETF Data protection officer ([DataProtectionOfficer@etf.europa.eu](mailto:DataProtectionOfficer@etf.europa.eu)), or alternatively to the European Data Protection Supervisor (<http://www.edps.europa.eu>) on the processing of their data by the ETF.

### Right to withdraw consent

Any request to withdraw consent to the processing of personal data shall be addressed in writing to the head of ETF communication department, [Alastair.Macphail@etf.europa.eu](mailto:Alastair.Macphail@etf.europa.eu).