

SPECIFIC PRIVACY STATEMENT

Consultation on Alternative Dispute Resolution (ADR) in the area of financial services

1. OBJECTIVE

The objective of this public consultation is to receive the views of stakeholders or people concerned by the topic of the public consultation. The contributions will be published on the Internet.

Your personal data will be part of a list of contact details shared internally amongst the staff of Commission for the purpose of contacting you in the future in the context of the Commission activities. If you do not agree with this, please contact the Controller by using the contact information below and by explicitly specifying your request.

As this consultation collects and further processes personal data, Regulation (EC) 45/2001, of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data, is applicable.

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND THROUGH WHICH TECHNICAL MEANS?

Identification Data

The personal data collected and further processed are data necessary for the participation in the public consultation, such as name/surname/profession/postal & email addresses/phone number/fax number.

The processing operations on personal data linked to the organisation and management of this public consultation are necessary for the management and functioning of the Commission, as mandated by the Treaties, and more specifically Articles 5, 7 and 211-219 of the EC Treaty.

Technical information

Your reply and personal data will be collected through email. The email system of the European Commission abides by the Commission's security decisions and provisions established by the Directorate of Security.

3. WHO HAS ACCESS TO YOUR INFORMATION AND TO WHOM IS IT DISCLOSED?

Received contributions, together with the identity of the contributor, will be published on the Internet, unless the contributor objects to publication of the personal data on the grounds that such publication would harm his or her legitimate interests. In this case the contribution may be published in anonymous form. Otherwise the contribution will not

be published nor will, in principle, its content be taken into account. Any objections in this regard should be sent to the service responsible for the consultation (see contact information below).

4. HOW DO WE PROTECT AND SAFEGUARD YOUR INFORMATION?

Your replies, together with your chosen language used for drafting the reply, are recorded in a secured and protected database hosted by the Data Centre of the European Commission, the operations of which abide by the Commission's security decisions and provisions established by the Directorate of Security for this kind of servers and services. The database is not accessible from outside the Commission. Inside the Commission the database can be accessed using a UserId/Password.

5. HOW CAN YOU VERIFY, MODIFY OR DELETE YOUR INFORMATION?

In case you want to verify which personal data is stored on your behalf by the responsible Controller, have it modified respectively corrected or deleted, please contact the Controller by using the contact information below and by explicitly specifying your request.

6. HOW LONG DO WE KEEP YOUR DATA?

We will keep your data as long as necessary for the treatment of the replies and follow-up action but no longer than 1 year from the end of the consultation.

7. CONTACT INFORMATION

In case you wish to verify which personal data is stored on your behalf by the responsible Controller, have it modified, corrected, or deleted, or if you have questions regarding the public consultation, or concerning any information processed in the context of the public consultation, or on your rights, feel free to contact the support team, operating under the responsibility of the Controller, using the following contact information:

Mr Jean-Yves MUYLLE
Head of Unit H3 – Retail issues, consumer policy and payment systems
Directorate General for Internal Market and Services
European Commission
Tel. +32 2 296 7537
Email: markt-retail-consultation@ec.europa.eu

8. RECOURSE

Complaints, in case of conflict, can be addressed to the [European Data Protection Supervisor](#).