

SERVICE SPECIFIC PRIVACY STATEMENT for the OREP MAILBOX of the Commission's Directorate-General "Environment"

The Specific e-service

The OREP Mailbox is operated by the Commission's Directorate General "Environment" under the responsibility of the Controller, Mr. Hans de Jong, Head of Unit "Human Resources and Administration", Shared Resources Directorate.

This service is aimed at replying to enquiries from citizens in form of personalised answers, which are prepared within the Directorate General. Where appropriate, the enquiry from a citizen is redirected to the responsible Commission department or to another EU institution if it falls within its area of competence.

Identification Data in the mailform

The following mandatory personal data are collected: title, family name, first name, category, email, topic.

Please note that your personal data is collected and further processed only to the extent necessary to send you an answer.

Who has access to your information and to whom is it disclosed?

The Commission officials or agents in charge of managing the service and those in charge of replying to your enquiry have access to your data contained in the database. If your enquiry is redirected to another Commission department, this is done via internal email, and the same category of personnel may have access to your data.

Disclosure to another EU Institution may only occur if the reply to the enquiry relates to an issue for which the Commission has no competence and which falls within the area of responsibility of the afore mentioned institution. In which case, you will be informed that your enquiry has been sent to another EU Institution.

No personal data is shared with third parties for direct marketing purposes.

How do we protect and safeguard your information?

Inside the Commission, data can be accessed by designated Commission officials using a user ID and a password. The same applies to other EU Institutions.

The operations of the internal servers on which personal data is stored underlie the Commission's security decisions and provisions established by the Directorate of Security for this kind of servers and services.

How can you check, modify or delete your information?

You have no direct access to the data stored in our server. If you wish to modify or delete your personal data, you must send a message to the Commission's Directorate General "Environment" using the same mailbox service. Your request will be processed within 15 working days.

How long do we keep your data?

All the personal data received are stored on our server for a maximum period of 5 years. Data will not be reused for other purpose than for replying to your enquiry.

Should you have questions or requests concerning the information you have submitted, please contact ENV-INFORMA-DATA@ec.europa.eu.

Complaints

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