

## **Privacy policy for the handling of complaints by the eco Complaints Office**

eco respects the privacy of complainants and attaches great importance to data protection. The following policy provides you with an overview as to how we ensure this protection. In particular, we would like to explain to you as a complainant what type of data we collect, why we collect it, how we use it, and how you can control the way we handle your personal data at any time.

### **I. Name and contact details of the person responsible for processing and the data protection officer**

This privacy policy applies to data processing by eco – Association of the Internet Industry, Lichtstraße 43 h, 50825 Cologne ("data controller") within the framework of the processing of complaints by the eco Complaints Office.

You can contact our data protection officer, Mr Jan Stumpf, via the email address: [dataprotection@eco.de](mailto:dataprotection@eco.de), by post to: eco – Association of the Internet Industry, Mr. Jan Stumpf, Lichtstrasse 43h, 50825 Cologne, Germany, with the keyword "Data Protection," or by fax at the number +49 (221) 70 00 48-111.

### **II. Purpose of data processing, legal basis, and legitimate interests that are pursued by eco or a third party, and categories of recipients**

You can send your complaint to eco using a form on our website.

This can also be done anonymously. Otherwise we collect the following personal data:

- Surname
- Address
- Password
- Email address

By checking the opt-in box at the end of the form, you declare your consent to the use of the personal data voluntarily provided by you in this form. This takes place on the basis of your consent in accordance with Art. 6(1)(a) of the General Data Protection Regulation (GDPR). We assure you that we will use the data received exclusively for the purpose of answering and processing your complaint. If you contact us by email, this also constitutes the necessary legitimate interest in the processing of the data.

The data will be deleted as soon as it is no longer necessary for the purpose of its collection. For the personal data from the input mask of the contact form and those sent by email, this is the case when the complaint procedure is closed. The appeal proceedings shall be closed if it can be inferred from the circumstances that the facts of the case have been conclusively clarified.

Only in the case of “complaints about unsolicited emails” is it not possible to prevent the disclosure of an email address when filing a complaint, since in principle the filing of a complaint requires the forwarding of the complete email subject of the complaint including its complete header.

***You can withdraw your consent to the processing of the personal data shared with us at any time with effect for the future by writing to [dataprotection@eco.de](mailto:dataprotection@eco.de).***

### **III. Data transfer**

If you provide us with personal data in the course of filing a complaint, we will treat it confidentially. We only use your data to process complaints and do not pass them on to third parties. Should it be necessary to pass on data in individual cases during complaint processing, we will obtain your prior consent for the data to be transferred. We only disclose personal data when we are legally obliged to do so, or when such disclosure is necessary to protect our rights and those of third parties.

### **IV. Your rights**

Alongside the right to withdraw the consent given to us, you also have the following rights, when the respective legal conditions are extant:

- Right to information about your personal data stored with us in accordance with Article 15 of the GDPR; in particular, you can obtain information about the purpose of processing, the category of personal data, the category of recipient for whom your data is or has been made available, the planned period of retention, the origin of your data, insofar as it was not collected directly from you,
- Right of rectification of erroneous or to completion of correct data in accordance with Article 16 of the GDPR,
- Right to deletion of your data stored by us in accordance with Article 17 of the GDPR, insofar as there are no legal or contractual requirements to retain the data, or other legal obligations or rights to the continued retention of the data,
- Right to limit the processing of your data in accordance with Article 18 of the GDPR, insofar as you dispute the correctness of the data, the processing is illegal, but you oppose the deletion of said data; the data controller no longer requires the data, but you require said data for the assertion, exercise or defense of legal claims, or you have filed an objection to the processing in accordance with Article 21 of the GDPR,

- Right to data portability in accordance with Article 20 of the GDPR, i.e. the right to receive selected data about you stored by us in a standard, machine-readable format, or to have this transmitted to another data controller,
- Right to complain to a supervisory authority. As a rule, you can contact the supervisory authority of your normal place of residence or work, or of our association headquarters to do this.

Please address your request to our data protection officer, Mr. Jan Stumpf, via the email address [dataprotection@eco.de](mailto:dataprotection@eco.de), by post to: eco – Association of the Internet Industry, Mr. Jan Stumpf, Lichtstrasse 43h, 50825 Cologne, Germany, with the keyword “Data Protection,” or by fax at the number +49 (221) 70 00 48-111.

**Updated:** December 2018