

Directorate-General for Parliamentary Research Services  
Directorate for the Library and Knowledge Services  
Citizens' Enquiries Unit

## Privacy Statement

Articles 15 and 16 of Regulation (EU) 2018/1725 of the European Parliament and the Council of 23 October 2018 apply to the processing of personal data carried out by the European Parliament.

### 1) Who processes your personal data?

The European Parliament is acting as the controller<sup>1</sup>. The entity in charge of controlling your personal data is the Citizens' Enquiries Unit (Ask EP), represented by its Head of Unit. To send a message to the data controller, please fill in the web form at:

<https://www.secure.europarl.europa.eu/atyourservice/en/askEP.html>.

### 2) What is the purpose of the processing of your personal data?

Your personal data will be processed in order to treat citizens' enquiries. This entails answering to citizens as well as data processing for statistical and management purposes. With our reply, we may send you a client satisfaction survey. You are free to reply to the survey or not. If you decide to fill in the survey, you consent to the treatment of your replies. The content of your answers to the survey will be used in an anonymised form to improve the service of our Unit.

### 3) What is the legal basis for the processing?

The legal basis for the processing is Article 24 of the Treaty on the Functioning of the European Union: 'Every citizen of the Union may write to any of the institutions or bodies referred to in this Article or in Article 13 of the Treaty on European Union in one of the languages mentioned in Article 55(1) of the Treaty on European Union and have an answer in the same language'.

### 4) What personal data is processed?

We process your personal information that citizens are requested to provide in order to submit a message to Ask EP via the available form:

- a. Mandatory fields: 'Surname', 'First name', 'Country of residence', 'E-mail', 'EU official language of the enquiry' and 'Question'.
- b. Non-mandatory fields: 'Gender', 'Address', 'Age', 'Profession', 'Nationality' and 'Other language which the Unit may use to reply'.

---

<sup>1</sup> A Controller is the public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of the personal data. The controller is represented by the head of the entity.

### **5) How will your personal data be processed?**

Data is processed by the Ask EP Unit. Certain types of enquiries may be transmitted to other EP services, to other EU institutions and bodies as well as to Europe Direct.

### **6) For how long will your personal data be stored?**

Your personal data will be stored in the Unit's archives for a maximum duration of five years, after which it is destroyed. The Unit stores personal data during this period of time in order to treat enquiries and to determine the answers provided to a given citizen in the past.

### **7) Who are the recipients of your personal data?**

In order to handle your enquiry efficiently, your message may be transmitted for reply or consultation to Europe Direct or another relevant service of the European Union.

### **8) Will your personal data be shared with a non-EU country or international organisation?**

No, your personal data will not be shared with a non-EU country or international organisation.

### **9) Are any automated processes<sup>2</sup> and/or profiling<sup>3</sup> used to make decisions which could affect you?**

No.

### **10) If personal data have not been obtained from you, what is their source?**

Not applicable.

### **11) What rights do you have?**

- Right of access to your personal data
- Right to rectification of your personal data and, where applicable:
  - Right to erasure of your personal data
  - Right to restriction of processing
  - Right to object to processing
- Right to contact the European Parliament's data protection officer at [data-protection@europarl.europa.eu](mailto:data-protection@europarl.europa.eu)
- Right to lodge a complaint with the [European Data Protection Supervisor](mailto:edps@edps.europa.eu) at [edps@edps.europa.eu](mailto:edps@edps.europa.eu)

---

<sup>2</sup> Making a decision solely by automated means and without any human involvement.

<sup>3</sup> Profiling analyses aspects of an individual's personality, behaviour, interests and habits to make predictions or decisions about them. Used to analyse or predict aspects concerning the data subject's performance at work, economic situation, health, personal preferences or interests, reliability or behaviour, location or movements, etc.