

Specific Privacy Statement

Consultation for a Study on the application of the Consumer Rights Directive 2011/83/EU

1. Objective

The objective of this consultation is to collect data and information on how the Directive is viewed by consumers, businesses and authorities. Data and any analysis of those data may potentially be published on the Internet, under the responsibility of the European Commission, Unit E2 Consumer and Marketing Law, DG JUSTICE and CONSUMERS.

This consultation is conducted as part of a study which aims to assess the relevance, efficiency, effectiveness, coherence and European added value of the Consumer Rights Directive (Directive 2011/83/EU).

As this online service 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 general information about the respondents, including their views on the topics concerned.

The processing operations are necessary and lawful according to Article 5 (a) of Regulation (EC) 45/2001 (*(a) processing is necessary for the performance of a task carried out in the public interest on the basis of the Treaties establishing the European Communities*)

They do not fall under Article 27 of the regulation (*prior checking*).

Technical information

This consultation will be hosted on the SurveyMonkey platform. Please refer to the privacy policy of this platform at the following location:

<https://www.surveymonkey.com/mp/policy/privacy-policy/>

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 Otherwise the contribution will not be published nor will, in principle, its content be taken into account.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?

The collected personal data and all information related to the above-mentioned public consultation is stored on a computer of the external contractor, acting as processor, who must guarantee data protection and confidentiality as required by Regulation (EC) 45/2001.

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 at the end of this statement and by explicitly specifying your request.

6. How long do we keep your data?

Your personal data will remain in the database until the results have been completely analysed and exploited. Please note that the results may also be used for “the purpose of other studies commissioned by the European Commission in the field of Consumer Rights”.

7. Contact Information

Practical questions on the public consultation can be sent to the external contractor in charge of the organisation of this consultation: Pete Floyd Postle, Risk & Policy Analysts Ltd. (RPA), pete.floyd@rpald.co.uk

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 (for a private company, the Information Protection & Privacy department), using the following contact information:

DG Justice and Consumers, Unit E2 Consumer and Marketing Law
Ms Iva Zamarian, Legislative officer
iva.zamarian@ec.europa.eu,
Telephone number +32-2-29951 92

8. Recourse

Complaints, in case of conflict, can be addressed to

- The Controller (for a private company, the Information Protection & Privacy department). See contact at point 7. "Contact information".
- The [European Data Protection Supervisor](#).