



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: *“Management of petitions from the European Parliament within the European Commission”*

Data Controller: Unit SG.H.1 Relations with the European Parliament (EP) & National Parliaments

Record reference: DPR-EC-00686

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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

This privacy statement informs about the processing operation “*Management of petitions within the European Commission*” undertaken by Unit SG.H.1 Relations with the European Parliament (EP) & National Parliaments, the corporate controller, and other Commission services involved in the management of petitions, as de-facto data controllers for specific petitions.

2. Why and how do we process your personal data?

Purpose of the processing operation: Unit SG.H.1 Relations with the European Parliament (EP) & National Parliaments collects and uses your personal information to provide the European Parliament with information and observations on petitions on which the European Parliament requested the Commission’s opinion.

The personal data processed may be reused for the purpose of procedures before the EU Courts, national courts, the European Ombudsman or the European Court of Auditor. The personal data processed may be further processed for statistical purposes and for archiving purposes in the public interest.

The processing operation is as follows:

- Receipt of petitions by e-mail from the European Parliament;
- Encoding of the metadata related to a petition (including in particular the names of petitioners) transmitted by Parliament to the Commission;
- Handling and processing of the petitions via Decide Replies (Corporate IT tool). For further information on the processing specific to the Decide IT tool for decision-making, please see record of processing ‘Decide (information system supporting the Commission decision-making process) - [DPR-EC-00107](#)’; and
- Transmission to the European Parliament of replies to petitions via Decide Replies in the form of a Word document (transmitted automatically via Decide Replies) and a bi-monthly e-mail with an Excel sheet (list of replies transmitted within the given period).

Your personal data will not be used for automated decision-making including profiling.

3. On what legal ground(s) do we process your personal data

We process your personal data, because processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body.

The basis for the processing referred to above has been laid down in Article 227 of the Treaty on the Functioning of the European Union.

In case you include any special categories of personal data in the text of the petitions, the processing thereof by the Commission is based on your consent in accordance with Articles 5(1)(d) and 10(2)(a) of Regulation 2018/1725.

4. Which personal data do we collect and further process?

In order to carry out this processing operation, Unit SG.H.1 Relations with the European Parliament (EP) & National Parliaments collects the following categories of personal data:

- Name, surname, title (Mr/Ms), nationality and age range.
- Contact details: e-mail address, postal address, country of residence, and telephone number (optional);
- Any other personal data you have decided to include in the content of your petition.

We have obtained your personal data from the European Parliament's Secretariat of the Committee on Petitions that has previously processed the data in accordance with the data protection rules in place (Regulation EU 2018/1725). This is not a publicly accessible source. Your personal data is processed exclusively when storing the documents received from Parliament in our system, assessing the petition for a reply to the European Parliament and for contacting petitioners when clarifications are needed. You may ask for confidentiality and, in this case your 'name' and 'surname' will be anonymized.

5. How long do we keep your personal data?

We only keep your personal data for the time necessary to fulfil the purpose of collection or further processing. In particular, the Data Controller keeps the details of petitions and the personal data in them for five years from the closure of the administrative file of the petition. The administrative file is closed from the moment the petition is closed by the European Parliament. The European Parliament communicates closure decisions to the European Commission on a monthly basis. The five years retention period should be considered necessary due to the probability of new developments on the same file that would make necessary to go back to the original authors/contributors to the file.

This retention period coincides with the 'administrative retention period' defined in the Common Commission-level retention list for European Commission files¹. It is a regulatory document in the form of a retention schedule that establishes the retention periods for different types of European Commission files. That list has been notified to the European Data Protection Supervisor.

The 'administrative retention period' is the period during which the European Commission departments are required to keep a file depending on its usefulness for administrative purposes and the relevant statutory and legal obligations. This period begins to run from the time when the file is closed.

In accordance with the common Commission-level retention list, after the 'administrative retention period' expires, files concerning petitions (and the personal data contained in them) are transferred to the Historical Archives of the European Commission for historical purposes (for further information on the Commission's processing for archiving purposes in the public

¹ SEC (2025) 600

interest, please see record of processing [DPR-EC-00837](#) Management and long-term preservation of the European Commission's Archives).

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the European Commission. All processing operations are carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

7. Who has access to your personal data and to whom is it disclosed?

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Internally, the recipients of such data are the services of the European Commission involved in the management of the petition. The recipients of the data outside of the European Commission are the European Parliament (in particular the Parliament’s Committee on Petitions and its Secretariat), the petitioners and the European External Action Service (EEAS).

Please note that pursuant to point (13) of Article 3 of Regulation (EU) 2018/1725, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients. The further processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

8. What are your rights and how can you exercise them?

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) on grounds relating to your particular situation.

To the extent that the processing of your personal data is based on consent, namely the processing of personal data you provided spontaneously in your petition, and which were forwarded to the European Commission by the European Parliament, you can withdraw your consent at any time by notifying the Data Controller. The withdrawal will not affect the lawfulness of the processing carried out before you have withdrawn the consent.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under Heading 10 below) in your request.

In accordance with Article 14(3) of Regulation (EU) 2018/1725, your request as a data subject will be handled within one month of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests. In such case, you will be informed of the extension of the time limit, together with the reasons for the delay.

9. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the (corporate) Data Controller, Unit SG.H1 Relations with the European Parliament (EP) & National Parliaments (SG-PETITIONS@ec.europa.eu).

- The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information?

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following Record reference: DPR-EC-00686.