



## DATA PRIVACY STATEMENT

### PUBLICATIONS ORDERING SERVICE

We care about your privacy. We have strict safeguards to prevent anyone from accessing your personal information. We do not disclose personal data to third parties.

The EU is committed to data privacy. Protection of individuals with regard to the processing of personal data is based on European Parliament and Council [Regulation \(EC\) No 45/2001](#).

#### Description of the Service

The Representation of the European Commission in the UK is part of the Directorate General for Communication of the European Commission. The Representation offers EU resources to citizens and organizations. Personal data is therefore collected to ensure delivery.

#### What data do we collect?

We only collect the personal data necessary for the delivery of the ordered resources:

- Name
- Organization
- Address, postal code, city, country
- Telephone number, email address
- Permission (yes/no) to be entered in a mailing list

#### Who has access to your data?

A limited number of employees in the Representation of the European Commission in the UK and in the Publications Office of the European Union have access to your personal data. These employees are working in the fields of communication and resources delivery. We do not disclose any personal data to third parties.

#### How is your data stored?

Your personal data is stored on our computers managed by the Directorate-General for Informatics [DIGIT](#) of the European Commission. The rules on confidentiality and protection of personal data [Regulation \(EC\) No 45/2001](#) are respected during processing.

#### How long do we keep your data?

Your personal data is kept in our databases for a period of one year to allow management and follow up of deliveries. After this delay, all data that may allow

identifying you will be deleted, while anonymous data that can be useful for statistical purposes is kept.

If you give permission to be entered in a mailing list, your data is kept unless you ask to be unsubscribed.

### **How can you verify, modify or delete your data?**

In case you have questions or requests concerning your data, or you want to verify, modify or remove all your personal data, please contact [COMM-LON-PUBLICATIONS@ec.europa.eu](mailto:COMM-LON-PUBLICATIONS@ec.europa.eu).

### **Data Controller**

In case you have a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller using the following contact information:

Head of Representation  
Representation of the European Commission in the UK  
Europe House  
32 Smith Square  
SW1P 3EU London  
Telefon: (44) 20 7973 1992  
E-mail: [COMM-REP-LONDON@ec.europa.eu](mailto:COMM-REP-LONDON@ec.europa.eu)  
Internet: <http://ec.europa.eu/uk>

### **Recourse**

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