

Complaint form

The aim of this online complaints form is to facilitate both the submission of a complaint by a data subject as well as the handling thereof by the *Commission nationale pour la protection des données* (« CNPD »).

The use of this online form allows the CNPD to process your complaint more swiftly, as an electronic copy of the completed form is automatically sent to the CNPD.

You can also print the form and fill it in by hand, in which case, we request that you send it to the following address:

Commission nationale pour la protection des données
Service des réclamations
15, Boulevard du Jazz
L-4370 Belvaux

The information collected through this form will be used exclusively for the purposes of assessing data controllers' compliance with the applicable data protection obligations.

Complaint

I. Your details

(*) Last name(s), first name(s) ⁽¹⁾ :	
Company (where applicable):	
(*) Address (street, number) ⁽¹⁾ :	
(*) Post code, town ⁽¹⁾ :	
Telephone/Fax number ^(2,3) :	
E-mail address ^(2,3) :	
Contact person/legal guardian (where applicable):	
Your relationship with the data controller (e.g.: employee, customer, etc.):	
Your reference number, customer reference, user name, e-mail address used to sign up or other identifier with the data controller (where applicable) ⁽⁴⁾ :	

Note:

- 1) The fields marked with an « * » are mandatory.
- 2) Providing your telephone number or e-mail address permits us to contact you more swiftly for follow-up.
- 3) Should the data controller against whom the complaint is made not have your personal address on file, but only your e-mail address, telephone number or fax number (e.g. in case of unsolicited communications for direct marketing purposes), these data are necessary in order to process your complaint.
- 4) Any additional information, which you are able to provide, (e.g. customer number, reference number, user name, etc.) would allow us to process your complaint more swiftly.

II. Details of the data controller

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Please identify the natural or legal person against whom the complaint is made.

(*) Last name, first name, Company, Association, Public administration ^(1,2,3) :	
Contact person (where known):	
(*) Address (street, number) ^(1,2,3) :	
(*) Post code, town ^(1,2,3) :	
Telephone number:	
E-mail address:	
URL:	
Company register number (if a legal person):	

Note:

- 1) The fields marked with an « * » are mandatory.
- 2) Any additional information, which you are able to provide, would allow us to process your complaint more swiftly.
- 3) If the data controller is established outside Luxembourg, the CNPD may cooperate with another supervisory authority(s). In such a case, your data may be transmitted to this (these) authority(s), subject to your prior agreement.

III. What the subject matter of your complaint?

1) Subject matter of the complaint

I consider that the data controller:

<input type="checkbox"/>	has not provided me with the necessary information concerning the processing of my personal data ^(1,2,3,6)
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<input type="checkbox"/>	has not (adequately) responded to my access request to my personal data ^(1,2,3,6)
<input checked="" type="checkbox"/>	has not rectified or updated my personal data ^(3,6)
<input type="checkbox"/>	has not erased my personal data ⁽⁶⁾
<input type="checkbox"/>	has not restricted the processing of my personal data ⁽⁶⁾
<input type="checkbox"/>	has not complied to my right to data portability ⁽⁶⁾
<input type="checkbox"/>	carries out monitoring which I consider to be unlawful ⁽⁴⁾
<input type="checkbox"/>	has transferred my personal data to a third party/third parties
<input type="checkbox"/>	has collected/collects unnecessary personal data
<input type="checkbox"/>	has not complied with my objection (e.g. marketing) ⁽⁶⁾
<input type="checkbox"/>	has sent me unsolicited electronic communications for direct marketing purposes
<input type="checkbox"/>	has not complied with my request to exercise my « right to be forgotten » (erasure of a link listed by a search engine)
<input type="checkbox"/>	has not implemented all measures or taken all precautions necessary to ensure the security and confidentiality of my personal data ⁽⁵⁾

<input type="checkbox"/>	Other (please specify):
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Note:

- 1) Please note that the right of access covers only your own personal data. It is not possible to request the personal data or information relating to another person, such as in the event of a dispute between yourself and the other person.
- 2) It is not possible to request information relating to trade secrets of the data controller.
- 3) The CNPD is not the competent authority to assess commercial disputes between a company and its customer (e.g. closure or suspension of a customer account, subscription disputes). These matters must be challenged before ordinary courts.
- 4) Please note that the regulation on the protection of natural persons with regard to the processing of personal data ("GDPR") does not apply to the processing of personal data by a natural person in the course of a purely personal or household activity.
- 5) This may relate to both physical security measures (e.g. unprotected accesses to the premises where the data are stored, absence of authentication measures, etc.) as well as IT security measures (e.g. insufficient or outdated anti-virus or anti-intrusion measures, absence of password protection, absence of select employee user authorisation, etc.).
- 6) These rights may be subject to limitation in accordance to Article 23, (1), (i) of the GDPR.

2) Which data are, in your opinion, impacted?

<input type="checkbox"/>	My last name(s) and/or first name(s)
<input type="checkbox"/>	My address (street, number, town)
<input type="checkbox"/>	My date of birth
<input type="checkbox"/>	My telephone or fax number
<input type="checkbox"/>	My e-mail address
<input type="checkbox"/>	My financial data

<input type="checkbox"/>	Photographs/images of me
<input type="checkbox"/>	Other (please specify):

3) Detailed and chronological description of the matter ^(1,2):

Note:

- 1) In order to for us to examine your complaint, it is essential that you set out the matter in a precise, comprehensible and chronological manner.
- 2) In the description of the matter, please indicate how you consider that the data controller has breached the law.

IV. Prior steps:

Have you already contacted the data controller on the subject matter of this complaint?

<input type="checkbox"/>	No. Due to specific reasons, I have not contacted the data controller.
<input type="checkbox"/>	Yes.

If « **no** », what is the reason for your abstention?

If « **yes** », how did the data controller respond (briefly explain)?

V. Supporting documents

In order for us to process your request, we ask that you provide us with all past correspondence with the data controller as well as all other relevant, supporting documents.

To this end, I attach ⁽¹⁾:

<input type="checkbox"/>	A copy of all past correspondence (complete)
<input type="checkbox"/>	A copy of the documents attesting the relationship with the data controller (invoices, contracts, ...)
<input type="checkbox"/>	A copy of the marketing messages or e-mails
<input type="checkbox"/>	Photographs
<input type="checkbox"/>	Screenshots
<input type="checkbox"/>	Other (please specify):

Note:

- 1) According to the principle of data minimisation, we recommend that you transmit to us only the documents necessary to the processing of your complaint.

VI. Declaration

1) Accuracy of the statements made

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I consider that the activities of the data controller against whom my complaint is made has breached the rights granted to me by virtue of data protection law. I confirm that all statements made in this form are accurate and I request the intervention of the CNPD.

2) Disclosure of your personal data during the examination

I understand that the CNPD may, for the purpose of the examination of my complaint, be required to transfer the information collected through this to the data controller against whom the complaint is made. The CNPD will only transfer the data considered to be necessary for the successful examination of the file. In specific situations (e.g. in the context of an employment relationship and in all cases where the disclosure of my data is not considered necessary), the CNPD will maintain my anonymity.

3) Other on-going procedures

I hereby inform the CNPD of any parallel administrative or legal procedure(s) (e.g. where you have filed a complaint with the police or judicial authorities, where a legal procedure is currently on-going, or other).

4) Signature

Place and date:	
Signature:	