



## Information about your rights



You have received a letter from the Parliamentary Ombudsman.

The letter may be a reply to a complaint you have sent to us.

Or maybe we are writing to you because you are mentioned in a complaint we have received from another person.

### The letter says:

- what we expect from you
- what we do with the material you may have sent to us together with your complaint
- if you will hear from us again.

### YOUR RIGHTS

According to the EU General Data Protection Regulation (2016/679/EU) and the Danish Act on Data Protection (Act No. 502 of 23 May 2018), persons who are registered have a number of rights. The Ombudsman is subject to both the General Data Protection Regulation and the Act on Data Protection.

This means that you have a number of rights because we have registered information about you in our IT system (information such as for instance your name and your address) and because our case processing is to a very large extent electronic.

### You have the right to be informed:

- *that* we have received information about you and saved it in our IT system – you know that now
- *what* information we have received and used in our case processing
- *where* we have the information from (if we do not have it from yourself).

You also have the right to see the information.

You have the right to ask us to correct or delete information if you think that the information is for instance incorrect or leaves a wrong impression. And we are required by law to consider your wish.

### OUR COLLECTION OF INFORMATION

Generally, we register name and address of all who complain to the Ombudsman in our electronic address register. To the necessary extent, we also register persons mentioned in a complaint.

We often need more information than what we receive with the complaint. We therefore ask either the complainant or the authorities to send us the written material in the case.

We register the information for the purpose of processing the case. The basis for our registration and information

processing is the Danish Parliamentary Ombudsman Act, the EU General Data Protection Regulation and section 6(1) and 7(1) of the Danish Act on Data Protection.

It may also be necessary for us to ask one or more authorities for a statement about the case. If we do so, we will send them a copy of your complaint together with any other material you have sent to us.

We may send you a copy of the reply from the authorities so that you can comment on it.

All the staff members at the Ombudsman office are bound by a duty of confidentiality.

## STORAGE AND PUBLICATION

The information about you will be stored as long as it is necessary in order to carry out the Ombudsman's tasks.

A small number of the Ombudsman's letters and statements are publicised at [www.ombudsmanden.dk](http://www.ombudsmanden.dk) and/or at [www.offentlighedsportalen.dk](http://www.offentlighedsportalen.dk) – for instance because the case has a general public importance. Before publication, letters and statements are made anonymous – this means that we remove names or other information which may disclose the complainant's identity to outsiders.

## CONTACT US

If you have questions about your rights, you are welcome to phone us. Please state the document number – you will find it near the top of the right-hand side of the letter.

**Tel. +45 33 13 25 12**

Write to us if you wish to have access to a case where we have registered information about you:

### Folketingets Ombudsmand

Gammeltorv 22  
DK-1457 Copenhagen K  
or: [post@ombudsmanden.dk](mailto:post@ombudsmanden.dk)

It is possible to write to us from a digital post box (e-Boks) at [www.borger.dk](http://www.borger.dk).

## CHANNEL OF COMPLAINT

You can complain to the Danish Data Protection Agency (Datatilsynet) about the collection and registration, etc., of information about you:

### Datatilsynet

Borgergade 28, 5.  
DK-1300 Copenhagen K  
[dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)  
Tel. +45 33 19 32 00

It is possible to write to the Data Protection Agency from a digital post box (e-Boks) at [www.borger.dk](http://www.borger.dk).

### More information

You can find more information (in Danish) about the EU General Data Protection Regulation, the Danish Act on Data Protection and the Ombudsman's case processing on our website:

[www.ombudsmanden.dk/findviden/publikationer](http://www.ombudsmanden.dk/findviden/publikationer)

You can also read more (in Danish) about the EU General Data Protection Regulation and the Danish Act on Data Protection on the Danish Data Protection Agency's website, [www.datatilsynet.dk](http://www.datatilsynet.dk).

### Data Protection Officer

The Ombudsman has appointed a Data Protection Officer. Her name is Mette Vestentoft, and you can contact her on:

[dpo@ombudsmanden.dk](mailto:dpo@ombudsmanden.dk) and tel. +45 33 13 25 12

It is also possible to write to her from a digital post box (e-Boks) at [www.borger.dk](http://www.borger.dk).

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