



FOLKETINGETS  
OMBUDSMAND

# The Ombudsman's Processing of Personal Data

The Parliamentary Ombudsman collects and processes personal data

- about citizens who complain to the Ombudsman
- about persons who are not complainants if those persons are mentioned in a complaint to the Ombudsman or in the material that the Ombudsman collects as part of the processing of a complaint
- when he decides to investigate a case on his own initiative
- when he carries out monitoring visits to institutions that fall within his jurisdiction.

The information is registered in the Ombudsman's IT system and is included in the case processing.

### What information is collected

The Ombudsman collects any personal data relevant to the case being processed. It is often necessary to collect material from complainants and authorities in addition to what is enclosed to the complaint.

The following is registered about all complainants (and other persons mentioned)

- name and address (identification data).

Information about the specific case is also registered. For instance, it could be information about

- social matters
- financial matters
- family matters
- employment matters.

Some cases also contain sensitive data about for instance

- health matters
- race and ethnicity matters
- trade union matters.

The Ombudsman also processes cases that contain information about **criminal offences**.

The Ombudsman registers **civil registration numbers** in order to clearly identify citizens and to contact them via Digital Post.

The Ombudsman registers both information submitted by citizens and information from authorities.

The Ombudsman's activities and tasks are governed by the Ombudsman Act.

With respect to registration, collection and processing of personal data, the Ombudsman Act is supplemented by the EU General Data Protection Regulation and the Danish Data Protection Act.

### Passing on information

In many cases, the Ombudsman needs to pass on information for instance

- because one or more authorities have to give a statement about the case – if so, a copy of the complaint is sent to the authority together with any material that the Ombudsman may have received with the complaint
- because the complaint is to be passed on to the authority or the authority is to be informed about the case
- because the Ombudsman is processing a request for access to documents or information.



### Rights

Persons who are registered by the Ombudsman have a right to know

- *that* the Ombudsman has received and saved information about them
- *what* information the Ombudsman has received and used in his case processing
- *where* the Ombudsman has the information from (if not from the actual person registered).

The person registered also has a right to see the information.

As a registered person, you have a right to ask the Ombudsman to correct (meaning rectify or complete) or delete information if you think that the information is incorrect or gives a wrong impression.

You also have a right to object to the Ombudsman's otherwise legal processing of your personal data.

The Ombudsman is obligated to consider registered persons' requests.

You can read the Danish Data Protection Agency's guidelines on registered persons' rights at [www.datatilsynet.dk](http://www.datatilsynet.dk).

If a person lives in Greenland or the Faroe Islands, the Ombudsman may need to pass information on to the state authorities there.

All case processing by the Ombudsman is carried out by legal case officers – the Ombudsman does not use automated decision-making.

### Storage and publication

Information is stored as long as it is necessary in order to carry out the Ombudsman's tasks. One purpose of storing information (cases) is to have access to any of the complainant's previous cases, and another is to be able to search through similar cases.

Some of the Ombudsman's letters and statements are published in Danish at [ombudsmanden.dk](http://ombudsmanden.dk) or [offentlighedsportalen.dk](http://offentlighedsportalen.dk) and at [retsinformation.dk](http://retsinformation.dk) – for instance because the case is of general public importance. Annual reports and other publications in English are also available at [en.ombudsmanden.dk/publications](http://en.ombudsmanden.dk/publications).

Before publication, texts are edited so that individuals cannot be recognised.

### Contact the Ombudsman

If you have questions about your rights, you are welcome to phone us.

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

Write to the Ombudsman if you wish to gain access etc. to a case where the Ombudsman has registered information about you:

**Folketingets Ombudsmand / The Parliamentary Ombudsman**  
Gammeltorv 22  
DK-1457 København K

or: [post@ombudsmanden.dk](mailto:post@ombudsmanden.dk)

You can write to the Ombudsman via Digital Post at **Borger.dk**.

### Where to complain

You can complain to the Danish Data Protection Agency about the Ombudsman's registration etc. of information about you:

**Datatilsynet / The Danish Data Protection Agency**  
Carl Jacobsens Vej 35  
DK-2500 Valby  
[dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)  
Tel. +45 33 19 32 00

You can write to the Danish Data Protection Agency via Digital Post at **Borger.dk**.

This text was last revised in November 2020.

The basis for the Ombudsman's registration and processing of information is the Ombudsman Act (the Parliamentary Ombudsman Act, see Consolidation Act No. 349 of 22 March 2013), the EU General Data Protection Regulation ((EU) 2016/679), Article 5(1), Article 6(1)(c) and (e), Article 9(1), see (2)(f), Article 10 and the Data Protection Act (Act No. 502 of 23 May 2018), Section 5(1) and (2), Section 6(1), Section 7(1), Section 8(1), Section 9(1), and Section 11(1).

#### More information

You can read more about the Ombudsman's case processing etc. at the Ombudsman's website:

[en.ombudsmanden.dk/complaining](http://en.ombudsmanden.dk/complaining)

You can also find more information about the EU General Data Protection Regulation and the Danish Data Protection Act at 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 who can be contacted on: [dpo@ombudsmanden.dk](mailto:dpo@ombudsmanden.dk) and tel. +45 33 13 25 12.

You can write to the data protection officer via Digital Post at **Borger.dk**.

#### Folketingets Ombudsmand / The Parliamentary Ombudsman

Gammeltorv 22  
DK-1457 København K  
Tel. +45 33 13 25 12

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