



**Hellenic Data Protection Authority**  
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[http:// www.dpa.gr](http://www.dpa.gr)  
Email for complaints: [complaints@dpa.gr](mailto:complaints@dpa.gr)

## COMPLAINT FORM

General use for complaints about violations of law for which the Hellenic DPA (HDPDA) is competent (GDPR – law 3471/2006)

*Fill in this form using capital letters. The fields with an asterisk (\*) are mandatory*

### 1. Complainant's personal information

First name and surname/legal name of entity *:			
Address* <sup>1</sup>	Street:		Number:
	Postcode:	City:	
	Country:		
	e-mail:		
Contact phone number/s <sup>2</sup> :			Fax:

### 2. The Hellenic DPA's competence *(It is filled so that the competence of the Hellenic DPA to investigate the complaint is ascertained)*

Residency	Work place	Location of denounced violation

### 3. Reference number of existing case<sup>3</sup>

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### 4. Complainant's representative personal information<sup>4</sup>

First name and surname/legal name of entity :			
Address	Street:		Number:
	Postcode:	City:	
	Country:		
	e-mail:		
Phone number/s:			Fax:

<sup>1</sup> You should fill in the postal address or your email.

<sup>2</sup> The phone number is required so that the complainant is contacted if deemed necessary.

<sup>3</sup> In case you submit supplementary information for a complaint which you submitted in the past, fill in the case reference number or the registration number that you had been provided with, if it is available.

<sup>4</sup> It is filled only where applicable, e.g. when the aggrieved person is a minor according to the provisions of the Civil Code, when the representation before the Hellenic DPA has been assigned to an attorney or another third party, and also when the complaint is submitted on behalf of the data subject by non-profit bodies or organizations or unions or associations without legal status that have been established and operate lawfully and the protection of rights and freedoms of data subjects with regard to the protection of personal data, is mentioned in their statutory objectives.

**5. Against whom is the complaint directed?**

First name and surname/legal name of entity*:	
Address*	Street: _____ Number: _____
	Postcode: _____ City: _____
	Country: _____
	e-mail: _____
Contact phone number/s: _____	Fax: _____
Website: _____	
First name and surname of persons involved <sup>5</sup> :	

**6. What is your relationship to the defendant<sup>6</sup>?**

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**7. Subject matter of the complaint** *(Please describe briefly the incident that in your opinion constitute unlawful processing of your personal data)*

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<sup>5</sup> If you know, e.g. name of employee, etc.

<sup>6</sup> E.g. employee, customer etc.

## 8. Documents/evidence that substantiate/s the complaint (Please number the attached documents)

1
2
3
4
5
6

## 9. Information notes

- For the examination of the complaint, its text is communicated to the defendant so that s/he provides her/his views.
- Third party access to the documents of the case is subject to the Greek legislation regulating access to public documents.
- If deemed necessary for the performance of its competence, especially in cases of cross-border processing, the HDPA may forward the complaint file to competent authorities and organizations within EU. In this case, third party access to the complaint's file is subject to the legislation for the access to public documents of the member state.
- Information included in the complaint's file is kept in the HDPA's records for a period of 20 years after the case has been resolved, except for the administrative acts of the HDPA.
- For exercising the data subject's rights (access, rectification and restriction) according to art. 15, 16 and 18 of the GDPR, in relation to data the HDPA is processing during the examination of your complaint and data that have been collected by the HDPA in the course of the examination, you may send an email to [contact@dpa.gr](mailto:contact@dpa.gr).
- For any issue concerning the processing of personal data by the HDPA as a controller and assistance regarding the exercise of the aforementioned rights, please contact the DPO of the HDPA at [dpo@dpa.gr](mailto:dpo@dpa.gr).

## 10. Statement

The information I provided in the complaint is true.

Date	Signature

Please fill in all the fields above, after you consult the instructions for completing the form.

You may submit the complaint form in the following ways:

- By email to: [complaints@dpa.gr](mailto:complaints@dpa.gr)
- By post to the Authority:  
Hellenic Data Protection Authority,  
Kifisias Avenue 1-3, 115 23 Athens
- By submitting it in person at the Authority (1st floor)
  - Opening hours of the Protocol's office: 09:00 – 13:00
- Fax to +30 210 6475628



## **INSTRUCTIONS FOR COMPLETING THE COMPLAINT FORM**

Complaint Form of General Use

### **Which cases does this specific form cover?**

This specific complaint form is completed and submitted to the HDPDA in those cases that/in case you have ascertained a violation of personal data processing legislation in connection with a processing operation that affects you.

The Hellenic Data Protection Authority provides also specific complaint forms for the following cases: Complaint of a violation of the data subject's rights pursuant to articles 15 to 22 of GDPR (articles 12-22 of the GDPR).

- Complaint form that concerns unsolicited emails (article 11 law 3471/2006 and particularly email or sms "spam").
- Complaint form that concerns phone calls for the promotion of goods or services and generally for marketing purposes (article 11 par. 1 and 2 law 3471/2006).

### **Who can submit a complaint?**

A complaint is submitted:

- a) by the data subject, or
- b) by nonprofit bodies or organizations or unions or associations without legal status that have been established and operate lawfully and the protection of rights and freedoms of data subjects, with regard to the protection of personal data, is mentioned in their statutory goals, following an assignment by the data subject, or
- c) a subscriber or user of e-communication provided that the complaint concerns the provisions of law 3471/2006.

### **When can I submit a complaint to the Hellenic DPA?**

Before you submit the complaint you may appeal to the controller (usually the defendant) for resolving your case. In the cases where the controller has appointed/assigned a DPO you may appeal to him for every issue related to the processing of your personal data and the exercising of your rights. The contact information of the DPO is usually published on the webpage of the controller.

If the issue is not resolved, you may submit a complaint to the Hellenic DPA.

If the aforementioned procedure is not followed, the Authority might not examine your complaint.

### **Does the Hellenic DPA examine every complaint?**

Complaints that are vague, unsubstantiated, or are submitted abusively, especially due to a repetitive pattern, or anonymously or that do not include the required information may be archived by the Hellenic DPA.

Before you submit a complaint, please make sure that you have at least filled in the required fields.

### **When can I expect a reply from the Hellenic DPA?**

According to article 77 par. 2 of GDPR the Hellenic DPA informs the defendant on the progress and outcome of the complaint.

If the Authority does not examine the complaint or does not inform the data subject within three months of the complaint's submission on the progress or outcome, you may recourse to a court of law, according to article 78 of GDPR. **It is underlined that the aforementioned time frame of three months concerns basically only the obligation of the Authority to inform the complainant on the progress of its complaint.** This is especially the case when further investigations or coordination with another supervisory authority is needed. In light of these, the above mentioned time period should not be perceived as the time frame within which the case will be resolved.

### **To what extent does the Hellenic DPA examine the complaints?**

According to article 57 article 1 f of GDPR, the DPA investigates, to the extent appropriate, the subject matter of every complaint. Consequently, the extent to which every complaint is examined depends on its judgement.

**Can I ask the Authority to adjudicate compensation in case of a violation?**

No. The Hellenic DPA has the competence to exercise corrective powers (including fines) to controllers or processors but not to adjudicate compensation to the aggrieved data subjects. In case you seek compensation, you should exercise your rights before a court.

**Extensive guidelines on specific fields of the form****2. Competence of the Hellenic DPA**

Data subjects have the right to complain, especially if Greece is their usual country of residence or work or location of the alleged violation. Please fill in the relevant fields so that the competence of the HDPDA to investigate the complaint may be identified and/or the necessity to inform and/or further forward the complaint to any other EU supervisory authorities involved.

**3. Case reference number**

When you submit a complaint to the Hellenic DPA, a unique reference number is created for your case which you may use in any communication with the DPA.

In this field you should fill in the reference number you received for a complaint you submitted in the past, if it is available, when you are submitting complementary evidence for the aforementioned complaint.

**4. Contact details of the complainant's representative**

It is filled only where applicable, e.g. when the aggrieved person is a minor according to the provisions of the Civil Code, when the representation before the Hellenic DPA has been assigned to an attorney or another third party, and also when the complaint is submitted on behalf of the data subject by nonprofit organizations or organizations or unions or associations without legal status that have been established and operate lawfully and the protection of rights and freedoms of data subjects with regard to the protection of personal data, is mentioned in their statutory goals.

Please state the exact details of the representative in capital letters.

In case of a third party acting on behalf of another individual the proxy authorizing document should be submitted together with a certification of the authenticity of the signature of the authorizing person.

**5. Against whom is the complaint directed?**

Please state the exact details of the natural or legal person against whom the complaint is directed (usually when it concerns an organization, private or public entity).

Please complete the relevant fields in capital letters. State the details of any people involved, if you know them, e.g. name of employee etc.

**6. What is your relationship with the defendant?**

Please state your relationship to the defendant, e.g. employer, client/customer etc.

**7. Subject of complaint**

In this field you should outline as precisely as possible the subject matter of the complaint, providing the relevant evidence and explaining the reasons why the response, where available, of the controller is not satisfactory.

**8. Documents/evidence that support/s the complaint**

For the investigation of the complaint the submission of documents/evidence that substantiate/s it, is necessary. The supporting documents should be submitted in copies and not originals. The Hellenic DPA shall not give you back the documents.

You should only submit documents that are related to your complaint directly. If the dispatch of a big number of documents is necessary, or pages of a document, please underline the points that are related directly to your complaint.

If you have submitted a large number of attached files that are not directly related to your complaint, the Authority might return the documents and ask you to send only the relevant evidence. In case of multipaged documents, we recommend that you send them by email.