



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

COMPLAINT FORM

Exclusively for complaints regarding violations of data subject's rights (articles 12-22 of GDPR)

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* ¹	Street:	Number:	
	Postcode:	City:	
	Country:		
	e-mail:		
Contact phone number/s ² :			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 case³

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4. Complainant's representative personal information⁴

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

¹ You should fill in the postal address or your email.

² The phone number is required so that the complainant is contacted if deemed necessary.

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

⁴ 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 goals.

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 ⁵ :	

6. What is your relationship to the defendant⁶?

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7. Right that has been violated *(Choose the right that has been violated and concerns your case)*

<input type="checkbox"/> Right of access
<input type="checkbox"/> Right to rectification
<input type="checkbox"/> Right to erasure ("right to be forgotten")
<input type="checkbox"/> Right to restriction of processing
<input type="checkbox"/> Right to data portability
<input type="checkbox"/> Right to object
<input type="checkbox"/> Right not to be subject to a decision based on automated processing, including profiling

8. Right exercise *(Please state when you exercised the specific right and how)*

Date of exercise	Way of exercising the right ⁷

9. Controller's response *(Please state if and how the controlled responded to the request)*

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⁵ If you know, e.g. name of employee, etc.

⁶ E.g. employee, customer etc.

⁷ E.g. by means of a written request or electronic means, as sending an email.

10. Subject matter of the complaint *(Please describe briefly the incident that constitutes, in your opinion, unlawful processing of your personal data)***11. Documents/evidence that substantiate/s the complaint** *(Please number the attached documents)*

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2
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4
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12. Information notes

- For the examination of the complaint, the 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 Greek legislation for access to public documents.
- If deemed necessary for the performances 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.
- The information that is included in the complaint's file is kept in the HDPa's record 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 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.
- 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.

13. 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
- 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 for Violation of Right

Which cases does this specific form cover?

This specific complaint form is completed and submitted to the HDPA in those cases that/in case of violation of rights provided for in articles 15-22 of the GDPR.

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 objectives, following an assignment by the data subject.

When am I entitled to send a complaint to the Hellenic DPA?

You must have exercised, to the controller, the rights provided for in articles 15-22 of the GDPR, where applicable, and either you haven't received a reply from the controller within the time frame/deadline provided for in article 12 par. 4 of the GDPR or his/her reply is not satisfactory.

If the aforementioned procedure, is not followed, the Hellenic DPA doesn't examine the complaint.

Does the Authority 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 Hellenic DPA to inform the complainant on the progress of its complaint.** This is especially the case when further investigations is needed or coordination with another supervisory authority. 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 in which every complaint is examined depends on its judgement.

Can I ask the Hellenic DPA 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 HDPA 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 code 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. Right violated

Please state the right that has been violated pursuant to articles 15-22 of GDPR.⁸

10. 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.

11. 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.

⁸ See <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&from=EN>