



COMPLAINT FORM

Exclusively for complaints regarding violations of data subject's rights to: SIS, VIS, EURODAC and National Record of Undesirable Foreigners

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

1. Complainant's contact details

Full name/Legal name of entity*:			
Address*¹	Street:		Number:
	Postcode:	City:	
	Country:		
	e-mail:		
Contact phone number/s ² :			

2. Reference number of existing case ³

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3. Complainant's representative contact details ⁴

Full name/Legal name of entity:			
Address	Street:		Number:
	Postcode:	City:	
	Country:		
	e-mail:	Contact phone number:	
Title:			

4. Exercise of right *(Please state when you exercised the specific right and how)*

Date of exercising the right *	Way of exercising the right ⁵
<input type="checkbox"/>	Deletion from Schengen

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 E.g. by written application or by electronic means, such as by e-mail.

4. Exercise of right *(Please state when you exercised the specific right and how)*

<input type="checkbox"/>	Deletion from National Record of Undesirable Foreigners
<input type="checkbox"/>	VIS
<input type="checkbox"/>	Eurodac

5. Subject matter of the complaint *(Please describe briefly the incident that constitutes, in your opinion, unlawful processing of your personal data)***6. Documents/evidence that substantiate/s the complaint** *(Please number the attached documents)*

1
2
3
4
5
6

7. 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.

8. 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.

INSTRUCTIONS FOR COMPLETING THE COMPLAINT FORM

Complaint for violation of right - Schengen/VIS/Eurodac

Which cases does this specific form cover?

This specific complaint form is completed and submitted to the HDPA in case of violation of rights in: Schengen, VIS (Visa Information System), Eurodac (European Asylum Dactyloscopy Database) and National Record of Undesirable Foreigners.

Who can submit a complaint?

A complaint is submitted:

- by the data subject, or
- 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?

Before sending your complaint to the HDPA, you may contact the controller (usually the person/entity against whom the complaint is made) to resolve your issue. In cases where the controller has appointed a Data Protection Officer (DPO) you may address him for any matter relating to the processing of your personal data and the exercise of your rights. DPO data are usually published on the controller's website.

If the issue is not resolved, you may send your complaint to the HDPA.

If the aforementioned procedure is not followed, the Hellenic DPA may not 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?

The HDPA shall inform the complainant of the progress and the outcome of the complaint. Due to the large volume of cases handled by the HDPA, its examination may be delayed. Please, in order to speed up the process, provide a complete dossier with the required data.

To what extent does the Hellenic DPA examine the complaints?

The Authority shall, where appropriate, investigate the subject matter of each complaint. The degree of examination of each complaint therefore rests with 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

1. Complainant's details

You cannot modify these data from the complaint form. Modification can be made by selecting: My Account -> Data.

In order to be able to process your complaint you must have registered your residence details (address, city and country), your identity card (passport and date of birth) and your nationality.

2. 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.

3. 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.

If you want to co-submit an authorisation document, do so with the "Attachments" option.

4. Exercise of right

Specify when you exercised that right and in what way.

Choose the date on which you exercised the right to the controller and then how you exercised your right.

Please note that one month must have elapsed since the exercise of your right to consider that the controller has not responded. Otherwise your complaint may be filed immediately.

Then choose which system or systems the exercise of your right refers to (Schengen, VIS, Eurodac, National Record of Undesirable Foreigners).

You will need to attach a copy of your request showing both your request and the date on which it was exercised.

5. 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.

6. Attachments: Documents/evidence that support/s the complaint

For the examination of the complaint the submission of documents/evidence, that substantiate/s it, is necessary, such as a copy of the requests submitted to the controller.

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.