

Data protection information

pursuant to Articles 13 GDPR

1. General information on processing activity

Name:	Statistics Hotline ticketing system
Controller:	Oesterreichische Nationalbank (OeNB) Otto-Wagner-Platz 3, 1090 Vienna +43-(1) 40420 www.oenb.at/en/dataprotection
Data protection officer:	datenschutz@oenb.at
Purpose(s) of the processing operation:	Transparent processing of inquiries (ticket system) to the OeNB's Statistics Hotline and related correspondence
Legal basis:	Processing is necessary for the purposes of the legitimate interests pursued by the OeNB or by a third party (Article 6 para 1 lit f GDPR)
Information on OeNB's legitimate interests:	Replicability of inquiries and information provided
Information if the provision of personal data is required:	Identification data need not be provided to receive information

2. Content of the data processing operation

Here you will find information on the nature of the personal data OeNB processes about different groups of data subjects. For each data category, information is provided on the data source, on any further purposes for which OeNB may process these data, on whether the data will be transferred to recipients outside the OeNB, and on how long the data, as a rule, will be stored. The subsequent tables provide details on data sources, further purposes of processing, data recipients, internal recipients and data processors.

Groups of data subjects	Data category	Data source(s)	Other purposes of processing	Data recipient(s)	Duration of data storage
Persons making an inquiry (if they identify themselves)	Name	H01	---	---	10 years
	Subject of the inquiry, including reason or explanation for inquiry	H01	---	---	
	Title and courtesy title	H01	---	---	
	Telephone and fax numbers and other information required when using modern communication technologies in organizations	H01	---	---	
	Information on the responses made to inquiries (including date of inquiry and date of response)	H01	---	---	

3. Data source(s)

H + seq. no.	Data source(s)	Public source (yes/no)
H01	Data subjects	No

4. Information on your rights as a data subject

You have the right to obtain confirmation as to whether or not your personal data, and which of your personal data, are being processed by the OeNB (Article 15 GDPR). You have the right to obtain the rectification of inaccurate personal data or to have incomplete personal data completed (Article 16 GDPR) as long as the rectification and/or completion of the data are necessary for the purpose of the processing operation. You have the right to obtain the erasure of your personal data if the OeNB has processed them unlawfully (Article 17 GDPR). Under certain conditions, you have the right to obtain restriction of the processing of your personal data (Article 18 GDPR). Should you consider your right to data protection infringed by any processing of your personal data by the OeNB, you may lodge a complaint with the Austrian Data Protection Authority (DSB) or bring an action before the competent civil court.

5. Right to object

You have the right to object to the processing of your personal data on grounds relating to your particular situation or where personal data are processed for direct marketing purposes (Article 21 GDPR).

6. Modalities for exercising your rights as a data subject

To exercise your rights as a data subject, send a letter to “Oesterreichische Nationalbank, Abteilung ITS/Datenschutz, Otto-Wagner-Platz 3, 1090 Vienna, AUSTRIA” or an e-mail to datenschutz@oenb.at. Appoint the processing activities concerning your person according to the above designation and describe your request as comprehensively and comprehensibly as possible. Please provide a proof of your identity by enclosing a black and white copy of an official identification document (e.g. your passport, driver’s license, identity card) or using a qualified electronic signature pursuant to Article 3 (12) eIDAS Regulation in order to prevent improper requests by unauthorized third parties that might endanger the protection of your personal data. For the reasons stated it is not possible to exercise these rights orally.