

Information on the protection of personal data

in accordance with Articles 13 or 14 General Data Protection Regulation (GDPR)

1. General information on data processing operation

Name of data processing operation:	Statistics Hotline ticketing system
Controller: (Article 4 (7) GDPR)	Oesterreichische Nationalbank (OeNB) Otto-Wagner-Platz 3, 1090 Vienna +43-(1) 40420 datenschutz@oenb.at
Contact details:	www.oenb.at/datenschutz.html E-mail: 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). OeNB employees are subject to the staff agreement regulating the collection, processing and transfer of personal data (Article 96a para 1 lit 1 Labor Constitution Act)
Information on the OeNB's legitimate interests:	Transparency in processing incoming inquiries

2. Content of the data processing operation

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

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	---	---	Data are anonymized 7 years after last contact with the OeNB
	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. Date source(s)

H + serial no.	Data source(s)	Public source (yes/no)
H01	Data subject	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). 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).

5. Modalities for exercising your rights as a data subject

To assert 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. In it, state in what way your personal data are subject to data processing by the OeNB, stating the name of the data processing operation as provided on top of this form and clearly specifying the details of your request. Moreover, please provide proof of your identity by enclosing a black-and-white copy of an official photo identification (e.g. your passport, driver’s license, identity card) or using a qualified electronic signature within the meaning of Article 3 (12) eIDAS Regulation to prevent improper requests by unauthorized third parties that might endanger the protection of your personal data. For the reasons outlined above, such requests must be made in writing. 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.

6. Information on your right to lodge a complaint with a supervisory authority and your right to an effective judicial remedy

Should you consider your rights as a data subject infringed, you have the right to lodge a complaint with the Austrian Data Protection Authority (DSB) (Article 77 GDPR in conjunction with Article 24 Data Protection Act):

Austrian Data Protection Authority (DSB)
 Wickenburggasse 8-10
 1080 Vienna, Austria
 Web: www.dsb.gv.at
 E-mail: dsb@dsb.gv.at

Should the OeNB have processed your personal data in noncompliance with the applicable provisions on data protection and should such processing have caused you material or nonmaterial damage, you have the right under the general provisions of civil law (Article 1295 et seq. Austrian General Civil Code) to claim damages before the competent civil court (Article 79 GDPR in conjunction with Article 29 Data Protection Act).