

Information notice on data protection

As part of its complaints management process – and particularly the handling of expressions of dissatisfaction voiced by third parties regarding their dealings with the Health Directorate (*Direction de la santé*) – the internal control and quality department (*service contrôle interne et qualité*) collects and processes complainants' personal data so that it can deal with the matter.

Based on the complaints that are processed, the Health Directorate also compiles anonymised statistics in order to be able to assess its work with the aim of implementing a continuous improvement process.

The personal data that is processed by the Health Directorate's internal control and quality department is as follows:

- the complainant's identification data;
- where applicable, the identification data of the person representing the complainant;
- any other personal data provided by the complainant in their complaint.

The Health Directorate processes complaints in compliance with its quality policy, and in accordance with the Law of 22 August 2003 establishing the office of an ombudsman (*loi du 22 août 2003 instituant un médiateur*), and specifically its Article 3, paragraph 1, which stipulates that: 'Before the complaint can be filed, the appropriate administrative procedures must be completed with the implicated bodies for the purpose of obtaining satisfaction.'

Whenever a complaint is filed, the internal control and quality department needs to collect the data listed above in order to be able to process the complaint.

The internal control and quality department may share this personal data with the Health Directorate departments or divisions that are involved and mentioned in the complaint so that the relevant persons can be questioned, or the problem investigated.

The Health Directorate will retain the data only for as long as is necessary to achieve the purpose for which it is being processed, in accordance with its legal obligations. Once the file is closed, the Health Directorate will retain the data for **10 years**.

Any natural person whose data is processed has the right to request access to their personal data, obtain a copy of such data, and have the right to data portability. If the personal data is incomplete or erroneous, they have the right to have it rectified. It is also their right to restrict the processing of their personal data, object to its use, and to have it deleted, subject to the conditions and within the limits prescribed by the General Data Protection Regulation.

You may exercise the rights listed above by sending an email to the Health Directorate at info_donnees@ms.etat.lu or you can contact the Health Directorate by post: Direction de la santé, 13a, rue de Bitbourg, L-1273 Luxembourg. In your correspondence (email or post), you must state the purpose of the request and include proof of your identity.

You may also lodge a complaint with the National Commission for Data Protection (*Commission nationale pour la protection des données* - CNPD), either by post to 15, boulevard du Jazz, L-4370 Belvaux, or by filling out the online form on the CNPD website, under 'Individuals' → 'Asserting your rights'.