

European Ombudsman

Acknowledgement of receipt

Dear Sir/Dear Madam,

Thank you for writing to the European Ombudsman. Your complaint has been registered under the following complaint number: **202400856**

We will contact you again to let you know whether your complaint can be taken forward and, if so, what the next steps will be. We would normally expect to do this within the next four weeks.

The fact that you have made this complaint to the Ombudsman does not affect the legal time limits in any related administrative or judicial proceedings.

If you have any questions, please do not hesitate to contact our Office using the contact details below.

Yours sincerely,
Process & documents management

T. + 33 (0)3 88 17 23 13
eo@ombudsman.europa.eu

Information note on data processing and confidentiality

Data processing

Complaints to the Ombudsman and related correspondence often contain personal data, such as names, contact details and other information relating to identifiable individuals.

There are rights and obligations under European law (Regulation 2018/1725)^[1] as to how personal data is handled by EU institutions, including the European Ombudsman. These include an individual's right to obtain access to his or her own information held by this Office. To exercise these rights or to find out more, please contact our [Office](#) or our **Data Protection Officer**.

If a person considers that the Ombudsman has not handled his or her personal data properly, he or she may contact the [European Data Protection Supervisor](#).

Confidentiality of your complaint and information

Complainants are requested to identify clearly any document or information that they consider to be confidential immediately on sending it to the Ombudsman.

Confidentiality can only apply if there would be some adverse effect if the information were to be disclosed. It might, for example, apply to financial information, commercially sensitive information or personal information about a private individual. Confidentiality cannot always be guaranteed. In particular, if you submit to the Ombudsman documents that contain the personal data of someone other than yourself, that person will most likely be able to obtain it from the Ombudsman, exercising their data protection rights. In any event, you should expect your complaint and any supporting documents to be shared in full with the institution or body you are complaining about, so that they can properly understand it and respond to the Ombudsman.

[1] Regulation (EC) No 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC. OJEU L 295, 21 November 2018 p. 39.

[Data protection](#)

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