



INFORMATION ABOUT YOUR RIGHTS

CONTACT US

If you have questions about your rights, you are welcome to call us. Please ask for the case officer who wrote to you – you will find his or her initials in the right column of the letter we have sent you, after the case number.

Tel: + 45 33 13 25 12

If you wish to have access to a case where we have registered information about you, you may write to us on one of these addresses:

Folketingets Ombudsmand
Gammel Torv 22
DK-1457 København K

or:

post@ombudsmanden.dk

You may find more information about the Act on Processing of Personal Data and the Ombudsman's case processing on our webpage:

www.ombudsmanden.dk

There is more material to be found about the Act on Processing of Personal Data on the Danish Data Protection Agency's webpage: www.datatilsynet.dk.

Folketingets
Ombudsmand

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Fax +45 33 13 07 17

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YOUR LETTER FROM THE OMBUDSMAN

You have received a letter from the Ombudsman.

The letter may be a reply to a complaint you have sent to us. Then the letter will tell you whether we can help with your case – and how we intend to do so.

We may have written to tell you that another person has mentioned you in a complaint to the Ombudsman.

Whatever your letter is about, we have written what we expect from you, what we intend to do with your documents, and whether you will hear from us again.

THIS LEAFLET

Our reason for giving you this leaflet is that we wish to inform you that *you* have rights because *we* have registered information about you in our electronic database.

Your rights are defined in the Danish Act on Processing of Personal Data – Act No. 429, dated 31 May 2000. The Act is based on an EU Directive (95/46/EF).

YOUR RIGHTS

Our case processing is largely electronically based – therefore you have certain rights:

- You have the right to know that we have gathered information about you and saved it in our electronic database.
- You have the right to know which information we have gathered and used in our case processing, and you have the right to see the information.
- You have the right to ask that we correct or erase information if, for instance, you think it is wrong or leaves a wrong impression. And we have a duty to consider your request.

HOW WE WORK

The first time we receive a letter from you, we register your name and address in our electronic address file.

To be able to answer your application we may need more information than you have sent us.

If so, we ask either you or the authorities to send us the documents in your case.

We may also need to clarify which arguments you and the authorities have used in your case.

If, for instance, you have sent us a complaint about your municipal government, we may ask what you and your municipal government have to say about the case.

If we decide to ask one or more authorities to make a statement concerning the case, we send the authorities a copy of your complaint as well as the enclosures you have sent us. We send you a copy of the authorities' answers and invite you to comment on them.

You should know that all the Ombudsman's staff is bound to observe professional confidentiality.

Every year we choose a number of cases to be publicised in the Ombudsman's Annual Report and on the Ombudsman's webpage – if, for instance, we think the case is important for a fundamental legal principle.

Of course, if we choose to publicise the Ombudsman's statement about your case, we take care to make it anonymous. This means that we remove your name and other information that could reveal your identity to outsiders.