

WE ARE SHAPING THE INTERNET.  
YESTERDAY.TODAY.BEYOND TOMORROW.



## Privacy policy for the processing of complaints by the eco Complaints Office

eco respects the privacy of complainants and attaches great importance to data protection. It is therefore possible to submit complaints about illegal Internet content without providing your name and email address. Only for “complaints about unsolicited emails” is it necessary to make your email address known, as the complaint submission process requires forwarding of the complete email which is the subject of the complaint and its full header.

Should you provide any personal details (in particular name and email address) while submitting a complaint, we guarantee confidential treatment of such details. Your details are not forwarded to others in the processing of the complaint. Should, in individual cases, the processing of the complaint require that any personal details are forwarded, then we first ask you for permission to do so. In addition, we only make your personal details known in exceptional cases when we are legally required to do so, or to protect our rights or those of third parties.

We only use your personal details in order to process your complaint and whilst strictly abiding by relevant (data protection) law.

Please note that personal details of complainants are processed electronically. These are deleted after the complaint has been processed.

You have the right at any stage to enquire about the personal details that we have saved for you, their origin and recipients as well as the purpose of the recording. Furthermore, you have the right to request that your personal details be deleted, blocked or corrected. Please direct your request to the eco Complaints Office by email to [hotline@eco.de](mailto:hotline@eco.de) with the following subject: “Personal details: Information/Correction/Deletion”.

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