



CONFIANZA ONLINE

## COMPLAINT FORM

### 1. Claimant contact information

(\*) Compulsory fields.

Name and Surname*	Current ID number (DNI, NIF, NIE or Passport)*		
Address*			
City*	Postcode		
Province*	Country*		
E-mail*	Phone number*	Fax	

### 2. Claimed company contact information

Company name*			
Company Tax Code*	Address*		
City*	Postcode		
Province*	Country*		
E-mail*	Phone number*	Fax	
Website*			

Claimed Company is an\*:

- Entity adhered and/or established in Spain  Entity not adhered and established outside of Spain

### 3. Clasificación de la reclamación

Indícanos si reclamas por una compra o contratación electrónica con consumidores o por una publicidad interactiva. Sólo se puede rellenar una de las 2 opciones \*

#### 3.1. Claim for a contractual e-commerce transactions with consumers :

• Your transaction has been for\*:

- Your own use as a consumer  
 A professional use as an entity or company  
The recruitment has been made through \*:  
 Internet (website), e-mail, SMS, WAP, other  
 Other media: shop, phone, other

• Please tick the appropriate box about the reason for your complaint:

- |   |  |
|---|--|
| <input type="checkbox"/> Rule of Law                  | <input type="checkbox"/> Withdrawal of charges and returns |
| <input type="checkbox"/> Pre-contracting information  | <input type="checkbox"/> Guarantee, repair and replacement |
| <input type="checkbox"/> Post-contracting information | <input type="checkbox"/> Customer Service                  |
| <input type="checkbox"/> Delivery dates               | <input type="checkbox"/> Security and payment methods      |
|   | <input type="checkbox"/> Data protection about ecommerce   |

#### 3.2. Claim on digital advertising:

• The claimed advertising is broadcast on: \*

- Website, e-mail, banner, SMS, pop-up, other online platform  
 Other media: press, radio, television, others

• Please tick the appropriate box about the reason for your complaint:

- Rule of law about advertising activity  Data protection about advertising activity

#### 4. Brief description of the incident \*

#### 5. Expected solution \*

#### 6. Did you already file a claim for the same incidents with another competent authority (Court, Arbitration Jury, Police, Data Protection Authority, etc.)?

Yes  Not

#### Please, read the following information on data protection before sending out your claim.

Confianza Online, in order to correctly process the claims presented by consumers, makes the following information about personal data processing available. This information is to be furnished by the user to all those people whose personal data are provided to Confianza Online.

##### 1. RESPONSIBLE OF THE PROCESSING

Trade name: Confianza Online, non-profit association  
CIF: G85804011  
Address: Calle Castelló 24, Esc. 1, 2º Izq, 28001, Madrid  
Telephone number: (+34) 91 309 13 47  
E-mail: [protecciondedatos@confianzaonline.es](mailto:protecciondedatos@confianzaonline.es)

##### 2. PURPOSES AND LAWFUL BASIS OF THE PROCESSING

Confianza Online will process personal data of the users of the website for the following purposes:

**Purpose 1:** Processing your request and your complaint, as well as sending communications derived from the claim resolution procedure.

**Lawful basis:** the performance of the claim resolution service requested by the consumer before Confianza Online's Technical Secretariat, carried out by the Advertising Jury of Autocontrol, regarding the procedures referring to digital advertisement activities, protection of minors and data protection related with digital advertising, or by the Mediation Committee of Adigital, regarding the procedures referring to electronic trading with consumers, protection of minors and data protection related with electronic trading.

**Purpose 2:** Elaborating statistical studies and reports based on the aggregated processing of your personal data.

**Lawful basis:** Confianza Online's legitimate interest in promoting and improving the claim resolution procedure and in sharing the aggregated information (with no specific or individual reference).

**Purpose 3:** Complying with the legal obligations applicable to Confianza Online or the any requirements specified by public institutions.

**Lawful basis:** the compliance with legal obligations.

The data requested in the form are necessary for the mentioned purposes. Confianza Online will not be able to process your request if such data are not provided.

##### 3. DATA CATEGORY AND SOURCE

The personal data processed by Confianza Online will be those provided by the data subject for the maintenance of the relationship between the parties (mainly name, surname and contact details).

##### 4. RECIPIENTS

Your personal data will be provided to:

- The counterparties involved in the dispute resolution procedure before the Advertising Jury of Autocontrol or before the Mediation Committee of Adigital.
- The Advertising Jury of Autocontrol, regarding the dispute resolution procedures that refer to digital advertisement activities, protection of minors and data protection related to digital advertising.
- The Mediation Committee of Adigital, regarding the dispute resolution procedures that refer to electronic trading with consumers, protection of minors and data protection related to electronic trading.
- The National Consumer Arbitration Council or Regional Arbitration Councils for the resolution of the disputes that may arise as a consequence of the presumed infringement of the rules contained in the Ethical Code referred to electronic trading with consumers or to data protection when related to electronic trading, where no agreement could be reached before the Mediation Committee of Adigital.
- Competent authorities and institutions, to comply with a legal obligation.
- Providers of Confianza Online, as responsible for the processing of data in the specific context of the pertinent service performance (legal and accounting assistance, documentation and information destruction, and providers of communications technology service, such as data hosting or e-mail service).

##### 5. INTERNATIONAL TRANSFERS

No personal data transfers are to be carried outside the European Union.

##### 6. TIME LIMITS TO DATA STORAGE

Data will be stored for as long as the claim resolution procedure lasts before Confianza Online, the arbitration organism or the competent public authority in the field of consumption to where the claim has been transferred following the consumer's request. After the end of the procedure, data will be conserved for as long as it is necessary in order to respond to the eventual liability of Confianza that may arise as a consequence of the procedure.

Statistical aggregated information, which will never contain personal data, will be stored for an indefinite period.

##### 7. RIGHTS OF THE DATA SUBJECTS

Data subjects will be able to exercise the following rights, if applicable, before Confianza Online: access to personal data, rectification, erasure, restriction of processing, objection to processing, data portability and, where processing is based on the consent, the right to revoke it at any moment.

Data subjects will be able to exercise these rights identifying themselves with a valid identity card and addressing Confianza Online, via mail or e-mail, to the addresses indicated in section 1.

Data subjects have as well the right to file a claim before the competent data protection authority (the Spanish Agency of Data Protection) if they consider their rights to be infringed.