



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: *Customs Risk Management System (CRMS)*

Data Controllers:

DG Taxation and customs union/ Directorate A – Customs Unit A3 Risk management and security

Austria	Austrian Federal Ministry of Finance, Johannesgasse 5, 1010 Vienna, datenschutz@bmf.gv.at
Belgium	dataprotection@minfin.fed.be
Bulgaria	National Customs Agency 1202 Sofia, 47 Georgi S.Rakovski Str. gdpr@customs.bg
Croatia	Ministry of finance, Customs administration, Alexandera von Humboldta 4a, 10000 Zagreb zastita.podataka@carina.hr
Cyprus	
Czechia	General Directorate of Customs, Budějovická 7, 140 00 Praha 4, Czech Republic, podatelna@cs.mfcr.cz
Denmark	The Danish Customs and Tax Administration, Slet Parkvej 1-3 8310 Tranbjerg Denmark, GDPR@toldst.dk
Estonia	Estonian Tax and Customs Board, Lõõtsa 8a, 15176 Tallinn, Estonia, emta@emta.ee
Finland	Finnish Customs, Enforcement Department, PL 512, 00101 Helsinki, Finland, tietosuoja@tulli.fi

France	
Germany	
Greece	
Hungary	National Tax and Customs Administration of Hungary 2. Széchenyi st., 1054 Budapest, Hungary ki.sztf@nav.gov.hu
Ireland	The Office of the Revenue Commissioners, Blocks 8 – 10, Dublin Castle, Dame St, Dublin 2, ecustoms@revenue.ie cc dataprotection@revenue.ie
Italy	
Latvia	State Revenue Service (national tax and customs administration), 1 Talejas St, Riga LV-1978, isdpd.lietvediba@vid.gov.lv
Lithuania	
Luxembourg	Customs and Excise Administration Customs and Excise Management For the attention of the Data Protection Officer Postbox 1605 L-1016 Luxembourg dpo@do.etat.lu
Malta	
Netherlands	
Poland	Head of National Revenue Administration, Swietokrzyska str. 12, 00-916 Warsaw, Poland, poland.dataprotectionalert@mf.gov.pl
Portugal	
Romania	
Slovakia	
Slovenia	Ministry of Finance, Financial Administration of the Republic of Slovenia Šmartinska cesta 55, 1000 Ljubljana gfu.fu@gov.si
Spain	Data Protection Officer of the Spanish Tax Agency 16 Santa Maria Magdalena St., 28016 Madrid, Spain dpd@correo.aeat.es
Sweden	Swedish Customs, Box 27311, 102 54 Stockholm Sweden, tullverket@tullverket.se

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1. Introduction

The European Commission (hereafter 'the Commission') is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [Regulation \(EU\) 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 (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to processing operation *under the Customs Risk Management System (the system used to share risk information useful for customs risk management)* undertaken by DG Taxation and Customs Union, unit A/3 risk management and security, and customs authorities of the Member States, Switzerland, Norway and Northern Ireland is presented below.

2. Why and how do we process your personal data?

Purpose of the processing operation:

As general purpose, CRMS is the EU system for ensuring the exchange of risk information between the customs authorities of the Member States, of Norway, of Switzerland and of Northern Ireland as well as between them and the Commission. The purpose of the system and the type of data shared is defined by the Member States and the European Commission. It enables customs officers at the border (seaports, airports, land frontier posts, inland waterways, etc.) and in national risk analysis centers to share any risk-related information on illicit or suspicious consignments.

Risk information is shared between customs authorities of the Member States to ensure that a confirmed or probable risk related to an economic operator or a natural person is addressed in the same way at all points of the border. It is the only way to ensure an equal protection of the external border against illicit and dangerous goods and to ensure an equal treatment of trade.

Personal data is also processed for these specific purposes: identification of users of the system, identification of contact persons for information provided into the system, dissemination of information linked to the maintenance of the system, enabling statistical work and general analysis of risks using the information provided into the system, tracing of activity of users (log files) at the request of the Member states or of the Commission for other reasons than maintenance.

The data collected in CRMS therefore concerns personal data of users (name, email address, phone number, department), data concerning natural persons (name, address, identity card/passport number, nationality, gender, age, , data concerning specific economic operators related to a potential or identified risk (name and address of company, Economic Operators' Registration and Identification (EORI)/Trader Identification Number (TIN)).

3. On what legal ground(s) do we process your personal data

We process your personal data, because:

(a) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body;

(b) processing is necessary for compliance with a legal obligation to which the controller is subject;

The basis for the processing referred to in Article 5(a) and (b) has been laid down in the following Union law:

→ Commission Implementing Regulation (EU) 2015/2447 of 24 November 2015 laying down detailed rules for implementing certain provisions of Regulation (EU) No 952/2013 of the European Parliament and of the Council laying down the Union Customs Code OJ L 343, 29.12.2015,

Article 36 UCC IA: Article 36 Electronic system relating to risk management and customs controls (Article 16(1) of the Code)

1. For the exchange and storage of information pertaining to the communication among the customs authorities of the Member States and the Commission of any risk-related information, an electronic system set up for those purposes pursuant to Article 16(1) of the Code ('customs risk management system') shall be used.

2. The system mentioned in paragraph 1 shall also be used for communication between customs authorities and between customs authorities and the Commission in the implementation of common risk criteria and standards, common priority control areas, customs crisis management, the exchange of risk-related information and risk analysis results as referred to in Article 46(5) of the Code, as well as the results of customs controls.

Regulation EU N°952/2013 of the European Parliament and of the Council of 9 October 2013 laying down the Union Customs code OJ L 269 of 10 October 2013 Article

→46(5) UCC Risk management and customs controls

5. Customs authorities shall exchange risk information and risk analysis results where:

(a) the risks are assessed by a customs authority as being significant and requiring customs control and the results of the control establish that the event triggering the risks has occurred; or

(b) the control results do not establish that the event triggering the risks has occurred, but the customs authority concerned considers the threat to present a high risk elsewhere in the Union.

→ Commission Implementing Regulation (EU) 2021/414 of 8 March 2021, on technical arrangements for developing, maintaining and employing electronic systems for the exchange and storage of information under Regulation (EU) No 952/2013 of the European Parliament and of the Council, published in the OJ on the 09/03/2021, L81/37. Chapter 12, Article 69 to 72.

4. Which personal data do we collect and further process?

In order to carry out this processing operation DG TAXUD collects the following categories of

personal data:

- data related to the users of the system: name, phone, email address

In order to carry out this processing operation DG TAXUD, Commission users, customs authorities of the Member States, Switzerland, Norway and Northern Ireland collect and share the following categories of personal data:

- data related to suspicious or fraudulent economic operators or fraudulent person(s) (name, address, email, phone number, Economic Operators' Registration and Identification (EORI)/Trader Identification Number (TIN)) and their transactions).

5. How long do we keep your personal data?

DG TAXUD only keeps personal data of the users for the time necessary to fulfil the purpose of collection or further processing, namely from the moment the user asks for access to the system until the moment the user stops accessing the system (end date to be entered in the system).

Commission and customs authorities of the Member States, Switzerland, Norway and Northern Ireland keep personal data related to suspicious or fraudulent operators and suspicious or fraudulent persons (name, email, address, EORI number, phone number of economic operators and natural persons) for a maximum of 10 years.

DG TAXUD and Member States, Switzerland, Norway and Northern Ireland shall ensure the information is also deleted from any national or EU system where the information may have been shared.

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored either on the servers of the European Commission . All processing operations are carried out pursuant to the Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission's contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States ('GDPR' Regulation (EU) 2016/679.)

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures in place. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

7. Who has access to your personal data and to whom is it disclosed?

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to authorised staff according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Recipient within the EU organisation:

Commission officials from the DG TAXUD, DG SANTE, DG HOME, DG AGRI, DG GROW, DG BUDG, OLAF, DG JUST, DG ENV, DG TRADE

Officials and staff members of Commission IT services (DIGIT))

Recipient outside the EU organisation: Officials from the Member States, Switzerland, Norway and Northern Ireland.

The national administrator of each country or the EU administrator decides which user profile to allocate to authorised users. Profiles determine to which part of the system users have access and whether they can only see the information or also encode information. Therefore, depending on the profile allocated, these users may have access to the information on suspicious or fraudulent economic operators or fraudulent persons (name, address, email, phone number, Economic Operators' Registration and Identification (EORI)/Trader Identification Number (TIN)) and their transactions.

All users in the system have access to the names, phone numbers, emails of all the other users of the system.

Concerning the **transfer of personal data** to recipients in a third country

The controller will transfer your personal data to the following recipients in a third country in accordance with Regulation (EU) 2018/1725: customs authorities from Switzerland, Norway, Northern Ireland whose users have been authorised and have access to the system.

The controller will transfer your personal data based on the following adequacy decision:

Switzerland and Northern Ireland in compliance with the respective adequacy decisions:

- COMMISSION DECISION of 26 July 2000 pursuant to Directive 95/46/EC of the European Parliament and of the Council on the adequate protection of personal data provided in **Switzerland** (notified under document number C(2000) 2304);
- COMMISSION IMPLEMENTING DECISION of 28.6.2021 pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council on the adequate protection of personal data by the **United Kingdom**, C(2021)4800.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

8. What are your rights and how can you exercise them?

You have specific rights as a 'data subject' under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) on grounds relating to your particular situation.

You can exercise your rights by contacting the Data Controllers, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under

Heading 10 below) in your request.

9. Contact information

- The Data Controllers

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controllers, **DG Taxation and customs union/ Directorate A – Customs Unit A3 Risk management and security**, taxud-crms2-data-protection@ec.europa.eu

Austria	Austrian Federal Ministry of Finance, Johannesgasse 5, 1010 Vienna, datenschutz@bmf.gv.at
Belgium	dataprotection@minfin.fed.be
Bulgaria	National Customs Agency 1202 Sofia, 47 Georgi S.Rakovski Str. gdpr@customs.bg
Croatia	Ministry of finance, Customs administration, Alexandera von Humboldta 4a, 10000 Zagreb zastita.podataka@carina.hr
Cyprus	
Czechia	General Directorate of Customs, Budějovická 7, 140 00 Praha 4, Czech Republic, podatelna@cs.mfcr.cz
Denmark	The Danish Customs and Tax Administration, Slet Parkvej 1-3 8310 Tranbjerg Denmark, GDPR@toldst.dk
Estonia	Estonian Tax and Customs Board, Lõõtsa 8a, 15176 Tallinn, Estonia, emta@emta.ee
Finland	Finnish Customs, Enforcement Department, PL 512, 00101 Helsinki, Finland, tietosuoja@tulli.fi
France	
Germany	
Greece	
Hungary	National Tax and Customs Administration of Hungary 2. Széchenyi st., 1054 Budapest, Hungary ki.sztf@nav.gov.hu

Ireland	The Office of the Revenue Commissioners, Blocks 8 - 10, Dublin Castle, Dame St, Dublin 2, ecustoms@revenue.ie cc dataprotection@revenue.ie
Italy	
Latvia	State Revenue Service (national tax and customs administration), 1 Talejas St, Riga LV-1978, isdpd.lietvediba@vid.gov.lv
Lithuania	
Luxembourg	Customs and Excise Administration Customs and Excise Management For the attention of the Data Protection Officer Postbox 1605 L-1016 Luxembourg dpo@do.etat.lu
Malta	
Netherlands	
Poland	Head of National Revenue Administration, Swietokrzyska str. 12, 00-916 Warsaw, Poland, poland.dataprotectionalert@mf.gov.pl
Portugal	
Romania	
Slovakia	
Slovenia	Ministry of Finance, Financial Administration of the Republic of Slovenia Šmartinska cesta 55, 1000 Ljubljana gfu.fu@gov.si
Spain	Data Protection Officer of the Spanish Tax Agency 16 Santa Maria Magdalena St., 28016 Madrid, Spain dpd@correo.aeat.es
Sweden	Swedish Customs, Box 27311, 102 54 Stockholm Sweden, tullverket@tullverket.se

- **The Data Protection Officer (DPO) of the Commission**

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- **The European Data Protection Supervisor (EDPS)**

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation

(EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information?

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following Record reference: **11127**.