

News

New privacy law

There is a growing interest in a better protection of your privacy. In this context, new European privacy regulations will enter into force on May the 25th. This also has certain consequences for the Consumer Mediation Service. A number of points are clarified below.

What changes?

The new privacy regulation imposes certain **obligations** on anyone who processes personal data. In addition, a number of **rights** have been added and definitions have been broadened.

For example:

- **Data subject:** the natural person whoms personal data is processed.
- **Right to erase:** you have the right as a data subject to erase your personal data when your request this. This is also know as 'the right to be forgotten'.
- **Right of access:** as a data subject you have the right of access to the personal data that are kept.
- **Fines:** The Data Protection Authority (the former Privacy Commission) may impose fines in case of violation of privacy laws.
- **DPO (Data Protection Officer):** this actor has a dual role. On the one hand, he is the confidential point of the company, the public institution... and on the other hand, he ensures that the privacy legislation is complied with.

What does this mean in concrete terms for the consumer who files a complaint?

Every actor who processes personal data must have a legitimate purpose for this. The Consumer Mediation Service performs a **task of general interest** so that this is our legitimate purpose to process personal data.

In addition, the Consumer Mediation Service has drawn up a **privacy statement** which provides more information about what we do with your data and what rights you have.

Finally, there is a **retention period** for personal data. This term is set out in our privacy statement. This gives you, as a consumer, the guarantee that your data will not be stored by us forever.

More information

Would you like to know more about the General Data Protection Regulation and the impact on the procedure at the Consumer Mediation Service? Then please contact us at privacy@consumentenombudsdienst.be.