



GOBIERNO DE ESPAÑA

MINISTERIO DE HACIENDA Y FUNCIÓN PÚBLICA

GOVERNMENT OF SPAIN

MINISTRY OF FINANCE AND CIVIL SERVICE



FORM:

COMPLAINT

SUGGESTION

RELATING TO SERVICES PROVIDED

THROUGH:

ELECTRONIC MEANS

OTHER MEAN

PERSONAL DETAILS

Name

First Surname

Second Surname

Nationality

Address (street, number, block, staircase, floor and door)

City/Province

Post Code

Country

DNI/NIE/PASSPORT

Entity

Contact Tel. no.

e-mail

Preferred contact method

Post Code

e-mail

DETAILS OF THE UNIT THROUGH WHICH THE INCIDENT OCCURRED

Date of incident

Unit/dependent body where the incident to which the complaint/suggestion refers and address. For electronic services: Electronic office, Website, etc.

BODY TO WHICH THE COMPLAINT OR SUGGESTION IS MADE

(Select from the drop-down menu and use the field "free text")

Free text (Body, administrative body, etc.):

REASON FOR THE COMPLAINT/SUGGESTION

Large empty rectangular box for providing the reason for the complaint or suggestion.

Signature of complainant

Complaints and suggestions relating to taxation should be submitted to the Council for the Defence of Taxpayers (AEAT).

Upon receiving the complaint or suggestion, the unit responsible shall inform the interested party of the actions carried out within a term of 20 days (Article 16.1 of Royal Decree 951/2005). If no response is received, you may contact the General Inspectorate of the Ministry of Finance (Article 16.3 of Royal Decree 951/2005). Complaints made shall not, under any circumstances, be considered administrative appeals nor shall they affect the terms established in regulation.

ADDITIONAL INFORMATION ON PERSONAL DATA PROTECTION

BASIC INFORMATION	ADDITIONAL INFORMATION
<p>DATA CONTROLLER</p> <p>The General Inspectorate</p>	<p>Contact details of data controller: General Inspectorate Postal address: Alcalá, 9 – 28071 MADRID Email: secretaria.inspector@hacienda.gob.es</p> <p>Data Protection Officer: Sub-directorate General for Transparency Information and Web Content. Technical Secretariat General of MINHAC, c/ Alcalá, 9 – 28071 MADRID Email: dpd@hacienda.gob.es</p>
<p>PURPOSE OF PROCESSING</p> <p>Receipt, coordination and processing of complaints and suggestions</p>	<p>Registration and distribution of complaints and suggestions to processing units. Control, monitoring and statistics of the status of processing of complaints and suggestions.</p> <p>Indefinite term of retention</p> <p>Automated decisions: None</p>
<p>LEGITIMISATION</p> <p>Royal Decree 951/2005, of 29 July, establishing the general framework for quality improvement in the General State Administration.</p>	<p>Legal basis of processing: GDPR 6.1.c) processing is necessary for compliance with a legal obligation to which the controller is subject. Law 39/2015, of 1 October, on the common administrative procedure of the Public Administrations. Law 40/2015, of 1 October, on the Legal Regime of the Public Sector. Chapter IV of Royal Decree 951/2005, of 29 July, establishing the general framework for quality improvement in the Public Administrations. Royal Decree 1113/2018, of 7 September, developing the basic organic structure of the Ministry of Finance.</p> <p>Obligation to provide data: The data are necessary to comply with for the processing of the request (Law 39/2015, of 1 October, on the Common Administrative Procedure of the Public Administrations).</p>
<p>RECIPIENTS</p> <p>Transfers envisaged: Public Sector</p> <p>Access, rectification and erasure of data and other rights as explained in the additional information</p>	<p>How to exercise your rights: you may exercise your rights to access, rectification, erasure, limitation or opposition to data , where applicable, by contacting the data controller (http://sedeminhap.gob.es/_layouts/Sedev1AccesoProcedimiento.aspx?Procedimiento=1619Variante=es-ES), or through the network of offices offering registry services (http://administración.gob.es)</p> <p>Right to complaint: before the Spanish Data Protection Agency. c/ Jorge Juan, 6 – 28001 MADRID (www.aepd.es).</p>