

# **Data protection information for calls to the Customs Information Centre and the telephone exchange of the Central Customs Authority**

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## **Responsible body and data protection officer**

The responsible body is the Central Customs Authority.

Generalzolldirektion  
Václav-Havel-Platz 6  
53121 Bonn

Being a federal authority, the customs administration is subject to the provisions of the General Data Protection Regulation (GDPR) and the Federal Data Protection Act (BDSG).

The Central Customs Authority takes the protection of your personal data very seriously. In the following data protection declaration, we inform you what data is collected during the telephone call with the Customs Information Centre and with the telephone exchange of the Central Customs Authority and how we protect the callers' data.

For questions regarding data protection matters as well as for further information on the data protection declaration, please contact the Central Customs Authority's data protection officer:

Die bzw. der Behördliche Datenschutzbeauftragte der Generalzolldirektion  
Václav-Havel-Platz 6  
53121 Bonn  
Tel.: 0228 303-12200  
E-Mail: [datenschutz.gzd@zoll.bund.de](mailto:datenschutz.gzd@zoll.bund.de)

If you contact our data protection officer stating your contact details, we will treat them confidentially and generally only use them to answer your request. A different use and a transfer of your contact data in particular will only take place if you explicitly agree to it after consultation.

## **Scope of processing of personal data**

Personal data means any information that directly relates to you, such as your name, address or telephone number. We shall only request and store your data if it is necessary for the provision of information and you voluntarily provide this data to us. For example, for a specific information related to the personal vehicle tax case, a positive authentication of your person is necessary. For this purpose, the following personal data will be requested from you:

- full name (first and last name),
- unique motor vehicle tax number and
- registration number of the vehicle in the specific tax case

Alternatively, if the vehicle tax number is not available:

- full name (first and last name),
- address,
- date of birth and, where required, place of birth, and
- registration number of the vehicle in the specific tax case.

In order to answer your tax-related questions, we will, after successful authentication, access our internal specialist procedure, where your tax case is managed. In the event of the reactivation of your SEPA mandate, your data will be further processed in the specialist procedure for motor vehicle tax.

The same is true for information regarding EORI number and excise number. Authentication of your person is required to match or communicate the numbers mentioned above.

For this purpose, we will need the following personal data:

- full name (first and last name or name of the company)
- German tax number,
- phone number or email-address if necessary.

Disclosing an EORI number/excise number on the phone to third parties (e.g. freight forwarders) is not possible. For this purpose, the request must be made in writing or by email with power of attorney to the Customs Information Centre.

In the case of user enquiries and technical problems when using online applications (e.g. customs portal), personal data such as the first and last name, email address or EORI number is required.

## **Storage of data**

Telephone calls are not recorded nor listened to at the Customs Information Centre or the telephone exchange of the Central Customs Authority.

In order for the telecommunications system to function properly, dynamic call data on telephone calls and attempted calls are collected and stored by the systems, which are provided and supervised by the data centre of our IT service provider Informationstechnikzentrum Bund (ITZBund). This includes:

- phone number of the caller
- start time and call duration
- incoming and outgoing conversations' data

Access to the dynamic data is limited to the last 120 days. Older data is then irrevocably deleted.

## **Contact with Customs**

When needing to contact customs about matters relating to the Customs Information Centre and/or the telephone exchange of the Central Customs Authority as well as data protection matters, we offer you the option to send these enquiries by email. We assure you that your collected data such as address or email address will be used exclusively for the processing of the contact, for the purpose of correspondence with you, or for sending requested messages. Your contact details and your information are subject to data protection regulations, meaning this data may not be passed on without authorisation.

For this purpose, we offer you the following email address:

[DIIA2.GZD@zoll.bund.de](mailto:DIIA2.GZD@zoll.bund.de)

You are free to choose whether and for what purpose you provide your personal information there. Your messages to customs by email are not encrypted.

The legal basis for the temporary storage of this data is in all cases Art. 6 (1) (e) GDPR in conjunction with § 3 BDSG.

The storage of citizens' enquiries in electronic form – as well as in paper form – is carried out in accordance with the applicable time limits of the "Tax Administration's retention rules".

## **Protection of minors**

Persons under the age of 18 should not transfer personal data to us without the consent of their parents or guardians. We do not request any personal data from children and adolescents. We do not knowingly collect or disclose such data to third parties.

## **Rights of persons concerned**

The General Data Protection Regulation vests data subjects with several rights, which are detailed particularly in Articles 15 to 18 and 21 GDPR.

### **Right to information access**

You can request information about your personal data processed by us. In your request for information, you should specify your request in order to make it easier for us to compile the necessary data. In principle, the information is provided free of charge in accordance with Art. 15(5) GDPR.

### **Right to rectification**

Should the data concerning you be not (or no longer) accurate, you have the right to demand their rectification. Should your data be incomplete, you can demand its completion.

### **Right to erasure**

You can request the erasure of your personal data. That right depends, among other things, on whether the data concerning you is still needed by us for the performance of our tasks.

### **Right to restriction of processing**

You have the right to request a restriction of the processing of the data concerning you where:

- you dispute the accuracy of the data,
- the processing of your data is unlawful, but you refuse their erasure
- you must use your data to assert, exercise or defend legal claims and we no longer need them or
- you have objected to the processing in accordance with Art. 21 (1) GDPR.

### **Right to object**

You have the right, for reasons arising from your particular situation, to object at any time to the processing of data concerning you, which is carried out on the basis of Article 6(1)(e) GDPR. We shall no longer process the personal data concerning you, unless there are compelling legitimate grounds for the processing that outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims on our part.

## **Right to Complain**

If you think that we have not or not fully complied with your request, you may lodge a complaint with the Federal Commissioner for Data Protection and Freedom of Information.

Contact details

The Federal Commissioner for Data Protection and Freedom of Information

Graurheindorfer Str. 153

53117 Bonn

Telephone: + 49 (0)228 997799-0

E-mail: [poststelle@bfdi.bund.de](mailto:poststelle@bfdi.bund.de)

De-mail: [poststelle@bfdi.de-mail.de](mailto:poststelle@bfdi.de-mail.de)