**ILNAS/ANCC/F005**

**Notification of Complaints**

Modifications: periodic review

1, avenue du Swing

L-4367 Belvaux

Tél.: (+352) 247 743 55

[confiance-numerique@ilnas.etat.lu](mailto:confiance-numerique@ilnas.etat.lu)

<https://portail-qualite.public.lu>

Contents

[1 Introduction 3](#_Toc196200185)

[1.1 Context of this document 3](#_Toc196200186)

[1.2 Processing of personal data 3](#_Toc196200187)

[2 Complaint details 4](#_Toc196200188)

[2.1 Information about the complainant 4](#_Toc196200189)

[2.2 Description of the complaint 4](#_Toc196200190)

# Introduction

## Context of this document

This form is to be used in case a natural or legal person intends to notify a complaint in the context of the cybersecurity act to the NCCA.

This form relates to the procedure ILNAS/ANCC/Pr002, which describes the procedure for handling and managing complaints that is applied by the NCCA.

The NCCA undertakes to respect the confidentiality of the information provided in the questionnaire and all the attached documents.

All the documents relating to the way in which the NCCA operates can be found on the website of ILNAS: [https://portail-qualite.public.lu](https://portail-qualite.public.lu/fr.html)

## Processing of personal data

ILNAS undertakes to respect the confidentiality of the information provided in this form and additional documents, in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation - GDPR).

The information submitted via this form will be collected by the NCCA as the body responsible for carrying out supervision activities in accordance with the Cybersecurity Act.

The collection and storage of the data provided via this form is necessary for the supervision of certification holders, EU statement of conformity holders, and conformity assessment bodies. The information submitted via this form will only be stored during the time the supervision is ongoing and for a period of 10 years after the supervision has ended.

Any person referred to in this form has the right, at any time, to consult and to rectify the data stored about him/her as well as to obtain a copy of the data, to request its deletion, to ask for its processing to be restricted or to object to the processing of the data. Requesting the deletion of the data, asking for its processing to be restricted, or objecting to the processing of the data may lead to the withdrawal of the certificate or the EU statement of conformity.

For exercising these rights, please contact the NCCA by using the contact details provided in the form. Complaints may also be lodged with the National Commission for Data Protection (CNPD), having its headquarters at 15, Boulevard du Jazz, L-4370 Belvaux. The data protection officer of ILNAS can be contacted via the following e-mail address: [dpo@ilnas.etat.lu](mailto:dpo@ilnas.etat.lu)

# Complaint details

## Information about the complainant

Name:

No. and street:

City:

Country:

Postcode:

Postal address

Organisation:

Position:

Telephone number:

E-mail:

## Description of the complaint

Which company or organisation is concerned?

What kind of service/product/process/managed security service is affected?

When did the event that you want to complain about take place? (please indicate the date)

Please describe your complaint in detail.

Is this the first time you have raised these concerns about the company or organisation?

What is the impact on your activities? (e.g. service unavailability, lack of transparency, data loss, conflicts, loss of customers, lack of support, etc.)?

If you are an end-user, how were you affected?

Have you informed the company or organisation about your concerns?

What is your desired outcome (result) of this complaint?

Would you like to provide additional information and/or documents relating to your concerns?

Yes  No

If yes, please indicate the type of information and/or documents you would like to share with us.

Please note that the NCCA might request additional information that it considers necessary for demonstrating the complaint.

The duly completed and electronically signed request form (File > Info> Protect Document > Add a Digital Signature), together with the relevant documents*,* should be encrypted[[1]](#footnote-1) and emailed to [supervision-cybersecurite@ilnas.etat.lu](mailto:supervision-cybersecurite@ilnas.etat.lu).

1. <https://portail-qualite.public.lu/fr/cybersecurity-act/ncca/contact-ncca.html> [↑](#footnote-ref-1)