



## COMPLAINT FORM

**To:**  
University of Western Macedonia

Please, fill in the information below:

**Name-Surname:** \_\_\_\_\_

**Student**

**Registration No:** \_\_\_\_\_

**School:** \_\_\_\_\_

**Study year:** \_\_\_\_\_

**Complaint about:**

**Student life**

**Study** \_\_\_\_\_

**Free meals** \_\_\_\_\_

**Accommodation** \_\_\_\_\_

**Working relationships** \_\_\_\_\_

**Personal Data** \_\_\_\_\_

**Other** \_\_\_\_\_

**Contact:**

**Telephone No:** \_\_\_\_\_

**e-mail\*:** \_\_\_\_\_

Please, briefly and clearly state your problem or complaint concerning the delivered services:

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## Privacy Policy

### Find UoWM privacy policy at:

<https://www.uowm.gr/to-panepistimio/politiki-poiotitas/politiki-prostasias-prosopikon-dedomenon/>.

**For further information contact:** [dpo@uowm.gr](mailto:dpo@uowm.gr).

**In case of a personal data breach (GDPR), find info at:** [www.dpa.gr](http://www.dpa.gr)

#### 1. Identity and contact details of the controller.

UoWM students' personal data collected via this electronic form are processed by the University of Western Macedonia, located in Kila, Kozani (contact 2461056200, [info@uowm.gr](mailto:info@uowm.gr)). UoWM's personal data protection policy is posted at <https://www.uowm.gr/to-panepistimio/politiki-poiotitas/politiki-prostasias-prosopikon-dedomenon/>.

#### 2. Identity and contact details of the Data Protection Officer.

The University of Western Macedonia has appointed a Data Protection Officer ([dpo@uowm.gr](mailto:dpo@uowm.gr)).

#### 3. Purpose of processing.

Students' personal data are processed for the investigation of the submitted request / complaint, in order to facilitate students and enable immediate and efficient service delivery according to the students' needs.

#### 4. Legal basis for processing.

Personal data processing is under para. 1 (c), Article 6, Regulation (EU) 2016/679, in conjunction with Art. 4, para. 1, subpar. 1, Law 2690/1999 (legal obligation to process the request / complaint), and for processing any special categories of data, para. 2, item h), art. 9 of the specific Regulation (management of social systems and services).

#### 5. Recipients / categories of recipients of personal data.

Data under processing are accessible by the Legal Services and the staff who handle the request / complaint, under the supervision of the University, and who processes data solely on the basis of specific instructions, fulfilling the commitment to confidentiality (GDPR, art. 29). The data will be disclosed to the persons involved with the request / complaint as required for the examination and fulfillment of requests / complaints. If you wish anonymity, you must state your request and you will be informed about the possibility of investigating it. Data may also be accessible by IT service providers and administrative support providers. Processing by providers acting on behalf of the University, is stipulated by a contract (GDPR, art. 28). The University ensures, also in a written contract, that the data are processed on its behalf only for the above purpose and sends providers written guidelines -inter alia- about data retention, deletion (after completion of processing) of data that are no longer necessary for the purpose for which they were collected or otherwise processed, as well as instructions about the management procedures of any personal data breaches. This also applies to any other processors acting on behalf of the University who carry out a similar type of processing.

#### 6. Students' Rights

Applicants have the following rights:

- i) Right to access personal data and processing information, including the right to obtain a copy of the data.
- ii) Right to correct inaccurate or complete missing data.
- iii) Right to delete data that are no longer necessary in relation to the purposes for which they were collected or otherwise processed, if the processing is not necessary to comply with a legal obligation.
- iv) Right to restriction of processing when data accuracy is disputed or the processing is considered illegal or the student objects to the processing or the University no longer needs the data.

Applicants can exercise the above rights by sending a request to the Data Protection Officer of the University of Western Macedonia at: [dpo@uowm.gr](mailto:dpo@uowm.gr).

In addition, if data processing contravenes GDPR, the applicants are entitled to submit a complaint to the Personal Data Protection Authority (1-3 Kifissias Ave., 11523 Ampelokipi, tel. 210.647.5600, [www.dpa.gr](http://www.dpa.gr)) or the supervisory authority of the relevant EU Member State, where they live or work, or the supervisory authority of the place of the alleged infringement.

**I declare that I have been informed about and fully understand the above UoWM privacy policy.**



ΠΑΝΕΠΙΣΤΗΜΙΟ  
ΔΥΤΙΚΗΣ ΜΑΚΕΔΟΝΙΑΣ

uowm.gr  
Κοίλα Κοζάνης  
Τ.Κ. 50100

SUBMIT

