

CONFIDENTIALITY NOTICE

With this the National Customs Agency provides information about your personal data, which can be processed in implementation of the statutory powers of the National Customs Agency.

I. What your personal data do we process?

Depending on the specific objectives and grounds, the National Customs Agency processes the below-mentioned data independently or in combination between them:

A) Data, provided by you, necessary for identification:

1. Three names;
2. Uniform civil number;
3. Number of identity document, authority which issued it;
4. Place of birth;
5. ;Permanent and current address;
6. Electronic address (e-mail);
7. IP address when visiting the webpage of the National Customs Agency and our electronic portal;
8. Data of electronic signature;
9. Data from criminal record (if required by law);
10. Originals and copies of specimens from the representatives of banks and bank branch offices (if required by law);
11. Data from payment/debit/credit card at electronic payment (bank account IBAN, holder)
12. Professional biography and references (if required by law);
13. Data on the health and psychiatric condition and data with survey for professional and psychological feasibility upon applying in competitive procedures;
14. Data from your profile for access to our electronic portal www.ecustoms.bg – log-in name, password, history of activities::
15. .Data about your representative (when applicable) etc.

B) Data, collected by the National Customs Agency in the process of administrative services:

1. EORI number (as an equivalent to the customer number);
2. Traffic data - data necessary for the provision of electronic administrative services;
3. Information on your chosen payment method, payments made and payments due, including your bank account details;
4. Voice recording of messages (telephone calls) of hot telephones: for customs, currency and excise violations, for illegal acts of customs officers and Service Desk – 02/98594980 with the aim improvement of the service, the calls are recorded. They are stored until filling up of the disk space /around 4-6 months/. If necessary, identification of the applicant is required – name, contact telephone, organisation
5. Videorecording at visiting in sites, managed by the National Customs Agency, on the territory of the whole country:

6. Information on the your requests for elimination of problems in the Service Desk (<https://servicedesk.customs.bg/>), applications, complaints, and other feedback, which we receive from you;
7. Data from declarations and applications, required by law.

C) Personal data are processed

1. Which the individual has provided in an informed manner, on the basis of voluntary consent when participating in competitive procedures, public procurement and tenders for their processing by the Agency. The withdrawal of the consent is a ground for refusing administrative services, termination of the procedure;
2. In observing the provisions of Art. 6 of Regulation (EU) 2016/679 of 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, (Regulation (EU) 2016/679), for which the consent of the persons is not required.

II. How are your personal data stored?

The National Customs Agency has the necessary organizational and technical measures to protect personal data from accidental or unlawful destruction, or from accidental loss, from unauthorized access, change or distribution, as well as from other illegal forms of processing.

In the National Customs Agency, the documents are stored on paper (material) carrier in sites with 24/7 security and video surveillance, electronic carrier and in information systems.

III. For what purposes and on what legal grounds do we process your personal data?

The National Customs Agency processes your data with the aim of identifying of the user/applicant/declarant and/or proxy and officers of the user/applicant/declarant, with respect to the administrative service and in implementation of the control powers, assigned to it by law. Detailed information in respect to the purpose and legal grounds you can find in the Confidentiality policy of the National Customs Agency on our website (www.ecustoms.bg), as well as in any our territorial structure.

IV. With whom can we share your personal data?

A): The National Customs Agency can provide your personal data to:

1. State authorities (central and territorial) and institutions of the municipalities and the executive power, as per their competence, as well as within complex administrative services, in the cases when this is allowed by law.
2. Judicial power authorities, in implementation of their legal powers and functions;
3. Various supervisory and regulatory authorities, within their statutory powers;
4. ;Ombudsman;
5. Authorities with powers on protection of the national security and public order;
6. EU authorities and institutions;
7. Customs services of the Member States and of the third countries, by virtue of regulations, international conventions and bilateral agreements;

B) In observance of the legal requirements it is possible the National Customs Agency to disclose your personal data about the following persons:

1. Service providers (consultants, experts, appraisals, postal and courier services, upon registered correspondence).
2. Security companies, possessing licence for private security activity, maintaining registers of the visitors for provision of permissive regime in certain sites, managed by the Agency;
3. Persons, which upon assignment of the National Customs Agency, support equipment and software, used for your personal data processing;
4. The banks, servicing the payment, made by you
5. Insurers in implementation of the provisions of the Insurance Code.

V. For what period are your personal data stored?

The duration of storage of your personal data depends on the purposes of the processing for which they are collected:

1. Personal data processed in connection with administrative services shall be stored for at least 5 years;
2. Personal data in documents, including those available in the National Customs Agency's automated information systems, processed in connection with tax and insurance control (excise activity and customs clearance) shall be kept for a period of 10 years after the expiration of the limitation period for the extinction of the public receivable with which they are related.
3. Electronic identification data shall be stored for a period of 10 years (Article 27 of the Electronic Identification Act)
4. Personal data processed for the purpose of concluding, amending and performing a contract to which the National Customs Agency is a party shall be stored for a period of 5 years from the date of completion of the execution of the contract;
5. At least 5 years from the date of completion the execution of the public procurement contract or from the date of termination of the procedure. According to Art. 122, para. 3 of the Public Procurement Act, the deadlines may be extended if this stems from the rules of work of financing, auditing and certification bodies in connection with the provision of funds under projects and programs from the European Union.
6. Personal data processed for the purpose of issuing accounting/financial documents for the implementation of tax and insurance control, but not limited to-invoices, debit, credit notes, hand-in-and-take-over protocols shall be kept 5 years after the expiration of the limitation period for extinction of the public receivable, unless applicable legislation provides for a longer period.
7. At least 5 years from the date of applications received under the Access to Public Information Act, the Statistics Act, etc., which requires access to information that the National Customs Agency processes;
8. Voice recording - on hot lines - for 3 years from the conversation;
9. Video recording - according to the approved deadlines in the "Internal Rules for the processing, storage and protection of personal data in CCTV by the National Customs Agency. You can access the rules [HERE](#).
10. Payrolls- 50 years;
11. Data from staff files – 5 years after termination of the labour relationship and 10 years after termination of the service relationship;
12. Data on competitive procedures and selections under labour relationship – for 3 years;
13. Internship programs - 1 year after the program is completed.

The National Customs Agency may store some of your personal data and for a longer period until the statute of limitations expire in order to protect your legal interests, as well as for a longer period in the case of a legal dispute already occurred in connection with the foregoing to the above Its final decision with a court/arbitration decision entered into force.

VI. What are your rights regarding the processing of your personal data by the National Customs Agency?

1. Right of awareness of the data identifying the Controller, the purposes of the processing of personal data, the recipients or categories of the recipients to whom the data, obligations or voluntary nature of the provision of data and the consequences of the refusal may be disclosed, in compliance of legal restriction
2. The right of access of applicants to the data concerning them;
3. The right to correct or supplement inaccurate or incomplete personal data;
4. The right to delete (the right to be forgotten) of personal data that are processed unlawfully;
5. Right to restrict the processing of personal data only to storage,
6. Right of objection to the processing at any time and on grounds related to the specific situation of the person, in cases where there are no legal grounds for processing that have an advantage over the interests, rights and freedoms of the data subject, or for the establishment, exercise or the protection of legal claims;
7. The right to withdraw the consent at any time, without prejudice to the legality of the processing on the basis of the consent already granted, for the period during which the above consent was given.
8. Right of protection by judicial and administrative order (right to file a complaint to the Commission for Personal Data Protection; the right to effective judicial protection against a supervisory authority; the right to effective judicial protection against a controller or data processor);
9. Right to compensation for damages suffered.

Detailed information on the terms and procedure under which you can exercise your rights can be found in the National Customs Agency's Confidentiality Policy on our website (www.customs.bg), on our electronic portal (www.ecustoms.bg) as well as in our every territorial structure of ours.

VII. Can you refuse to provide personal data to the Customs Agency and what are the consequences?

Refusing to voluntarily provide the data you need for your identification, it is possible to impede the activities of your administrative service or to lead to a refusal of such service.

VIII. How to contact us?

You can contact us to the following address: City of Sofia, 47, G.S.Rakovski Str., e-mail: gdpr@customs.bg
Personal data protection official in the National Customs Agency.

Annex to Confidentiality Notice

Declaration for notification for storage and processing of personal data

- .I have read the current notification*
- I have understood the purpose of processing of personal data*
- I am informed about the right of access and correction of personal data*
- I am informed about the right of notification for violation of the security of personal data*
- I am informed about the right to submit an appeal to the Personal data Protection Commission when the respective grounds for this are available*
- I am informed about the the right of compensation for damages suffered*
- I am informed about the right to withdraw of my consent for provision of personal data, if admissible*
- .I am informed about the right of objection*
- I am informed that my personal data can be provided to another controller (third party), if this is regulated by law or an international act in respecting the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27.04.2016 z. and the Personal Data Protection Act.*
- I am informed that failure to provide my personal data on my behalf, the legal requirement, which the National Customs Agency applies, cannot be fulfilled*

Date:

Three names and signature:

Declaration of consent for storage and processing of personal data

- I give my consent the processing of my personal data (including sensitive personal data) to be carried out by the personal data controller the National Customs Agency in competitive procedures, when applicable*
- I give consent my personal data (including sensitive personal data) to be used at evaluation of my application at other vacancies in the National Customs Agency under the Labour Code and under the Civil Servant Act, when applicable*

Date:

Three names and signature: