

Enquiries, complaints and suggestions involving ENAIRe

Please note

This procedure is for submitting enquiries, complaints or suggestions involving ENAIRe.

- ☐ If you wish to file a **claim** (apply for restitution, reparation or compensation for receiving an unsatisfactory service from ENAIRe), you must do so using the [Claims procedure for financial liability](#).
- ☐ If the claim is related to **invoices for air navigation charges** (route and approach charges), you must submit it directly to Eurocontrol at the following link: www.eurocontrol.int/crco.
- ☐ If you are an aviation sector customer (airlines, airport operators, pilots and industry organisations), you can also use the following email address: clientes@enaire.es.

What is the purpose of this procedure?

This procedure can be used to file **enquiries** (request information on a specific subject), **complaints** (express your dissatisfaction if you believe a service rendered by ENAIRe was unsatisfactory) and **suggestions** (initiative to improve the services provided by ENAIRe), which include:

- ☐ Airspace organisation and management,
- ☐ Capacity/demand management,
- ☐ Air Traffic Service (ATS),
- ☐ Facilitation and technical means for air navigation (CNS),
- ☐ Aeronautical Information (AIS),
- ☐ Sale of aeronautical publications from the Aeronautical Information Service.
- ☐ Environmental Information Requests.

ENAIRe has set itself the goal of constantly improving the quality of the services it offers to its customers. Your input is vital to improving the quality of our services.

At the following link, you can see the [ENAIRe Services Charter](#), which includes detailed information on the services provided by ENAIRe and the leading quality commitments and indicators related to these services.

Applicable law

Royal Decree 951/2005 of 29 July, establishing the general framework for improving the quality of the General State Administration.

Resolution of 6 February 2006 of the General Secretariat for Public Administration, approving guidelines for the development of the general framework programmes for improving quality laid out in Royal Decree 951/2005 of 29 July.

Law 27/2006, 18 July, which regulates access rights to information, public participation and legal proceedings regarding environmental questions.

Law 39/2015 of 1 October, on the Common Administrative Procedure for Government Agencies.

How can you submit your query, complaint or suggestion?

If you have any type of problem with ENAIRe, want to ask us a question or send us your suggestions, you can contact us:

Electronic filing Individuals and those who are required to interact electronically with the Government (art. 14 Law 39/2015), through this e-Office:

☐ Access via cl@ve

by sending us the properly completed application form that is available at the e-Office

In person (only for individuals)

By presenting the application and associated documentation at ENAIRe's Registration Department, located in Avda. de Aragón, 330 - Building B - 28022 Madrid

At any of the other offices specified in Law 39/2015 of 1 October, on the Common Administrative Procedure of Government Agencies:

- ☐ At the electronic registers and offices for assisting with records of any administrative body that is part of Spain's national government, the regional governments, the entities that comprise the local government or the public institutional sector.
- ☐ Post offices, as established in regulations.
- ☐ Spanish diplomatic or consular offices abroad.
- ☐ Any other place specified in the applicable laws

Entity that handles the form

Safety, Quality and Environmental Division.

Time to answer and effect of failure to reply

20 business days (Art. 16, RD 951/2005)

If you do not receive a reply from us within this time period, you may contact the General Services Inspectorate of the Ministry of Development.

Replies will not be subject to appeal.

Data Protection

Controller: ENAIRE.

Purpose: To process and manage the enquiry, complaint or suggestion submitted.

Legal basis: The data processing is based on the law regulating administrative procedure (Law 39/2015 of 1 October, governing Common Administrative Procedure for Government Agencies) and, when applicable, on environmental laws.

Recipients: The data will not be transferred to third parties, unless required by law.

Rights: To access, rectify and delete data, as well as other rights, before the ENAIRE Central Data Protection Unit (UCPD), Avda. de Aragon 330 Edificio B - 28022 MADRID (Madrid) or via the ENAIRE e-Office (enaire.sede.gob.es).

Additional information: For more information, please see Annex I - Additional Information - Data Protection.

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Controller

Identity: ENAIRE – ID number: Q2822001J

Postal address: Avda. de Aragón, 330 - Edificio B - 28022 Madrid

Telephone: 913 21 02 11

Email: informacion@enaire.es

Data Protection Officer (DPO): ucpd@enaire.es

Purpose of the processing

Purpose: The personal data collected by this form will be processed in order to handle and manage the enquiry, complaint or suggestion submitted involving ENAIRE.

Storage periods: As specified in the applicable law regarding liability limitation.

Legal basis

The data processing is based on Article 6.1 of the GDPR: law regulating administrative procedure (Law 39/2015 of 1 October, on Common Administrative Procedure for Government Agencies) and, when applicable, on environmental laws.

Recipients

The data will not be transferred to third parties, unless required by law. The data is not expected to be transferred to third countries or international organisations.

Rights

Data subjects have a right to:

- Obtain confirmation of whether ENAIRE is processing their personal data.
- Access their personal data, as well as request the rectification of inaccurate data or, where applicable to request the deletion when, among others reasons, the data is no longer needed for the purposes it was collected for.
- Request under certain circumstances:
 - To limit the processing of their data, in which case it will only be stored by ENAIRE for the exercise or defence of claims.
 - To object to the processing of their data (including the processing of their data for automated individual decision-making), in which case ENAIRE will stop processing the data, except for compelling legitimate grounds, or for the exercise or defence of potential claims.

Rights may be exercised by way of ENAIRE's Central Data Protection Unit (UCPD) - Avda. de Aragón 330, Edificio B, 28022 Madrid or via the e-Office (enaire.sede.gob.es).

If your rights have not been duly observed, you may lodge a complaint with the Spanish Data Protection Agency - Address: C/Jorge Juan, 6 - 28001 MADRID (Madrid) – e-Office: sedeagpd.gob.es.