

Privacy Policy

What Information do we collect?

We collect various types of information, depending on how you use the system.

When you register a complaint, we collect your name, address, email address, phone number and number of identification document, among others.

Not kept any record of the presentation complaints.

We may also collect information about your use of the site for analysis purposes in order to improve your site experience.

Examples of information we may collect and analyze include the Internet protocol address (IP), used to connect your computer to the Internet, information about your computer and connection, such as browser type and version, operating system and platform and connection to, through and from the system, including the date and time.

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The Electronic Complaint System (TOF) fully guarantees the rights of citizens and the protection of their personal data, ensuring high levels of information security in all phases of the features available, including the collection, analysis and routing. The treatment of data reported SQE under applicable legal standards governing systems of the entities identified (GNR, PSP and SEF). GNR, PSP and SEF are the bodies responsible for processing data.

The end result is that the powers of the forces and security services in the event of a complaint by a citizen, whose procedures are the same as the use of any other form of participation (post, station, SEF services, mail) The information recorded in a complaint will be sent to the competent authorities for it to be analyzed and treated according to the crime indicated, following the investigation process legally enforceable. The collected data are required and / or optional, and is identified in screens respective fields to fill and the steps below.

The right of access to data may be exercised by themselves, with the GNR, PSP and SEF, under the law and are communicated to the authorities, as provided for any other complaint. The information collected in connection with the SQE circulates in conditions of security, guaranteed by the National Network of Homeland Security (RNSI). The system includes procedures to facilitate navigation during the presentation of the complaint.