

## STANDARD OF SERVICES

APPROVED BY  
Directive No. 118 of Director General of  
Statistics Estonia from 29.07.2011  
Annex 1

### Remote execution service

Remote execution" is a service, which enables the Bank of Estonia, research and development institutions and government agencies use confidential data for making statistical analyses in a manner which precludes the users' direct access to confidential data.

#### Application for the right of use

A legal person or agency wishing to use the service shall submit to Statistics Estonia a written application setting out the following information:

- name of legal person or agency;
- registry code of legal person or agency;
- list of required data
- the justification of the need to use the data
- information concerning the period and frequency of using remote execution

#### Application can be submitted

- by email to the address [stat@stat.ee](mailto:stat@stat.ee),
- by post to the address 15 Endla St, 15174 Tallinn,
- to the Information Centre of Statistics Estonia (9 a.m. – 4 p.m. from Monday to Friday, 15 Endla St, Tallinn.

#### Term for satisfaction of application

Statistics Estonia shall notify the applicant of the satisfaction of application within ten working days. Provided that the application cannot be satisfied because of insufficiency of the data submitted, Statistics Estonia shall contact the person having submitted the application within two working days for further specification of data. In case the application is satisfied, Statistics Estonia shall enter into a contract with the applicant on the use of remote execution service within ten working days.

#### Conditions for the use of remote execution service

##### Price

The use of remote execution service is free of charge.

#### Complaints and proposals

Complaints and proposals made in writing with respect to remote execution service shall be registered. Supervision over the satisfaction of complaints shall be the responsibility of the Head of Information and Marketing Service. Complaints filed by post, fax or email shall be responded to by Statistics Estonia in writing. Complaints shall be responded to within ten working days of the day when the respective complaint was registered. In case a response to a complaint requires collection of additional information, the term can be extended to 30 days. Proposals for a better provision of service as well as complaints can also be submitted by information telephone +372 625 9300 and on site.

The Service Standard shall be updated at least once a year.