

STANDARD OF SERVICES

APPROVED BY
Directive No 1.1-1/094 of the
Director General of Statistics Estonia
of 25 May 2018, ANNEX 1

Request for information

A request for information allows users to:

- receive already published official statistics or information about Statistics Estonia and its activities;
- receive information about the availability of statistics on European Union countries on the website of Eurostat (the statistical office of the EU) at <http://ec.europa.eu/eurostat/>; and information regarding the use of the databases on Eurostat's website;
- access the data concerning the user, which have been collected by Statistics Estonia, pursuant to subsection 28 (6) of the Official Statistics Act.

A request for information can be submitted:

- online at <https://www.stat.ee/requests-and-orders-for-information>;
- by online chat at <https://www.stat.ee/en>;
- by e-mail at stat@stat.ee
(the application to access data concerning the user has to be digitally signed);
- by phone at +372 625 9300
(Monday to Friday, 8:00 to 17:00; subject to standard calling rates);
- by post at Tatari 51, 10134 Tallinn, Estonia.

Requests for information will be answered in Estonian or in English.

Requests for information are answered over the phone, by e-mail, by online-chat or by post. If users call the information line +372 625 9300, the consultant will immediately answer brief questions within the employee's competence. If the answer to a request for information is available in already published sources, the consultant will refer the user to these data sources and the request is considered to be answered. If the request for information is beyond Statistics Estonia's competence, the request will be forwarded to a competent authority and the user will be notified thereof.

If a person has submitted **an application to access data concerning himself/herself**, the data are handed over in person at Statistics Estonia's office or e-mailed in an encrypted file.

The written application shall include the following information:

- given name, surname and personal ID code of the applicant;
- the list and quantity of data requested;
- format of data transfer (printout, e-mail);
- format of digital data.

The person shall receive the copy of the data concerning himself/herself

- in person at Statistics Estonia's office (Tatari 51, Tallinn);
- by e-mail, encrypted with the public certificate of the applicant's ID card.

If the data are handed over in person, a photo ID shall be presented.

Time limit for response

Requests for information concerning release of statistics or Statistics Estonia will be answered at first opportunity, but no later than within one month. The same time limit applies when an application is submitted for reviewing the data concerning the user, which have been collected by Statistics Estonia.

If the application cannot be granted because of the insufficiency of the data provided, Statistics Estonia will contact the applicant within five working days in order to specify the details. The time limits for response are calculated starting from the working day following the date of registration of the final application.

Questions concerning EU statistics and submitted by phone or through online chat will be answered immediately. Questions submitted by e-mail will be answered within 24 hours on working days. In the case of questions for which it is necessary to consult Eurostat before answering (incl. questions about methodology), the answer will be given within five working days.

Price

Requests for information are answered free of charge, except when the user requests a printed copy of the data. Copies and printouts cost 0.20 euros per page starting from the twenty-first page (see Public Information Act, subsection 25 (2); RT I 2000, 92, 597).

Complaints and suggestions

Written complaints and suggestions relating to requests for information are registered. Statistics Estonia will respond to complaints and suggestions within 10 working days from the date of registration. If it is necessary to obtain additional information before responding, the time limit for response may be extended to 30 days. Complaints and suggestions can also be submitted by phone (+372 625 9300) or at Statistics Estonia's office (Tatari 51, Tallinn).

The standard of services is updated once a year, if necessary.

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