

Data protection means protecting your personality and privacy.

The public administration is not allowed to deal with details about your person as they choose – they are restricted by the Data Protection Act.

- The Data Protection Commissioner will inform you about your rights and will stand up to protect them.
- He monitors the implementation of the data protection regulations by the municipal authorities.
- He advises them in matters of data protection.
- If there is a conflict, he assumes the role of mediator between you and the city administration.

The right to data protection is a fundamental right.

At a glance

Ombudsman

Data Protection Commissioner

Mario Flückiger, Attorney-at-law

Assistant

Iris Frey

Telephone Fax

031 312 09 09

031 312 09 70

Appointments

By arrangement
Monday – Thursday

Postal address

Ombudsstelle
Junkerngasse 56
Postfach 537
3000 Berne 8

Email Internet

ombudsstelle@bern.ch

www.bern.ch

Make an appointment by telephone!



Stadt Bern
Ombudsman
Data Protection Commissioner

**The impartial Mediator
between the Population
and the City Administration**



For all citizens – for you!

- Do you feel you were treated unfairly by one of the offices of the city administration?
- Do you have a problem in finding your way around the regulations or administration procedures?
- Would you like to know what rights you have?

Please contact the Ombudsman's Office!

- The Ombudsman will give you advice and will mediate in conflict situations.
- He will check whether in your particular case the city administration has acted in a legally correct and appropriate manner.
- The Ombudsman is neutral and impartial. He works on behalf of the City Council.
- He will deal with your concern quickly and straightforwardly.
- His services are free of charge.

Working method

The Ombudsman will receive your request in either written or oral form and discuss the situation with you.

He can

- look at all records of the city administration
- gather statements
- interview public servants
- visit the situation at the location
- preside over an exchange of conflicting views.

When investigation is complete, the Ombudsman will make suggestions for a fair solution to the parties concerned.

He can submit written recommendations or propose improvements to the city administration. He cannot, however, give binding orders.

Responsibility

The Ombudsman's Office is able to deal with your concern if it relates to the city administration of Berne or to a related company (ewb, Bernmobil u.a.).

It is not responsible for questions and conflicts which are related to other than city administration departments or to private law. In these cases it will not even give legal information.

**Is the Ombudsman's Office responsible for your concern?
Phone our Office and you'll know!**

Discretion

The Ombudsman is subject to secrecy and guarantees absolute discretion. Your concern will only be passed on with your agreement.