

European Union Legislation Finder (EUCLEF)

Legal disclaimer

EUCLEF data

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EUCLEF helpdesk service

1. General information

A [helpdesk service](#) has been established, allowing parties to receive both regulatory and technical information connected to EUCLEF. Through this service parties can submit 'technical questions' on EUCLEF, as well as 'regulatory questions' on the content and operability of the regulatory frameworks listed on the EUCLEF landing page that do not fall within ECHA's mandate.

ECHA accepts no responsibility or liability whatsoever with respect to the helpdesk service, and it gives no warranty or guarantee in relation to this service. Any use or reliance of the information received, be it regulatory or technical in nature, falls under the sole responsibility of the user.

2. EUCLEF regulatory questions

Please note that EUCLEF regulatory questions are currently being processed and handled by Verisk 3E Europe ApS (a third-party contractor working on ECHA's behalf, who is located in the European Union (EU)). Verisk 3E Europe ApS will respond to the inquirer directly and it will attempt to do so in a timely manner. However, ECHA cannot give any guarantees or warranties on Verisk 3E Europe ApS' handling of regulatory questions, nor does ECHA accept any responsibility or liability in this connection.

In transmitting EUCLEF regulatory questions to Verisk 3E Europe ApS, certain precautions are taken. All email exchanges between ECHA and Verisk 3E Europe ApS are encrypted (TLS encryption). Notwithstanding, parties are still asked not to share any confidential business information in their regulatory questions. Neither ECHA nor Verisk 3E Europe ApS will treat such questions as confidential in that respect.

Verisk 3E Europe Aps will process any personal data received through the helpdesk in accordance with Regulation (EU) 2016/679 (the General Data Protection Regulation, or GDPR). Such data will only be processed in the EU and for the purposes of the helpdesk service.

Last update: 21 December 2020

N.B. Please note that EUCLEF technical questions might also be re-directed to Verisk 3E Europe ApS, where necessary. In such instances, these questions will be handled in the same manner as EUCLEF regulatory questions – and the same considerations as articulated above apply. Inquirers will be notified of such occurrences.