

EEAS PRIVACY STATEMENT

for the purpose of the processing operation

EEAS website pages on "EUROPA" site

1. INTRODUCTION

THE PROTECTION OF YOUR PRIVACY, INCLUDING YOUR PERSONAL DATA, IS OF GREAT IMPORTANCE TO THE EUROPEAN EXTERNAL ACTION SERVICE (EEAS), THEREBY REFLECTING THE PROVISIONS OF THE CHARTER ON FUNDAMENTAL RIGHTS OF THE EUROPEAN UNION, AND IN PARTICULAR ART. 8 THEREOF. THE PRESENT PRIVACY STATEMENT DESCRIBES THE MEASURES TAKEN TO PROTECT YOUR PERSONAL DATA WITH REGARD TO THE ACTION INVOLVING THE PRESENT DATA PROCESSING OPERATION AND WHAT RIGHTS YOU HAVE AS A DATA SUBJECT. YOUR PERSONAL DATA ARE PROCESSED IN ACCORDANCE WITH [REGULATION \(EC\) 45/2001 ON THE PROTECTION OF INDIVIDUALS WITH REGARD TO THE PROCESSING OF PERSONAL DATA BY THE COMMUNITY INSTITUTIONS AND BODIES AND ON THE FREE MOVEMENT OF SUCH DATA](#), AS IMPLEMENTED IN THE EEAS BY THE [DECISION OF THE HIGH REPRESENTATIVE OF THE UNION FOR FOREIGN AFFAIRS AND SECURITY POLICY OF 8 DECEMBER 2011](#). ALL DATA OF A PERSONAL NATURE - NAMELY DATA WHICH CAN IDENTIFY YOU DIRECTLY OR INDIRECTLY - WHICH YOU PROVIDE TO THE EEAS WILL BE HANDLED WITH THE NECESSARY CARE.

2. PURPOSE OF THE PROCESSING OPERATION

The purpose of the present processing operation is to provide better service for citizens, business and other stakeholders. Provide timely and accurate information to the public. Provide easy access to updated, user friendly and multilingual information tailored to the users' needs. Provide citizens, media and professionals users an on-line, multilingual facility.

3. DATA PROCESSED

The data which will be processed for that purpose are the following:

- Personal data provided by the citizens on a voluntary basis via the "[Contact the EEAS](#)" and the "[Access to documents](#)" and "[Subscription to email and SMS distribution lists](#)" pages
- Personal data as contact detail (e.g.: name, position and contact data of the Head of Delegation) under the Delegations' directory and the Delegations' dedicated websites.
- Photo Gallery
- Videos
- Features stories and web documentaries
- Publications

None of the services mentioned include any data fields falling under Article 10 of the Regulation (EC) 45/2001, with the exception of the case when special categories of data according to Art. 10 of the Regulation (EC) 45/2001 might appear on the website, strictly in case it is linked to the public activity of the public figure (for instance: ethnic origin of a given public figure representing a specific minority)

4. CONTROLLER OF THE PROCESSING OPERATION

The controller¹ responsible for the processing operation is the Head of the Strategic Communication, SG.3 or his/her Deputy acting on his/her behalf.

5. RECIPIENTS OF THE DATA

The Europa site addresses a wide variety of audiences, including citizens, business, press and media, officials in the EU institutions and other international organisations, and other professionals and stakeholders both in the EU and worldwide.

The recipients of the data are as follows:

1. General public
2. Relevant colleagues/departments which :
 - 2.1. update the website (EEAS SG3, contractor)
 - 2.2. handle data received via dedicated pages, such as "[Contact the EEAS](#)", "[Access to documents](#)", "[Subscription to email and SMS distribution lists](#)", subscription to local or thematic newsletters and newsgroups (CSDP, delegations).

The information in question will not be communicated to third parties, except where necessary for the purposes outlined above.

6. PROVISION, ACCESS AND RECTIFICATION OF THE DATA

You have the right to access your personal data and the right to correct any inaccurate or incomplete personal data, as well as to request the removal of your personal data, which will be implemented within 5 working days after your request will have been deemed legitimate.

¹ The controller is the organisational entity which determines the purpose and means of the processing of personal data.

If you have any queries concerning the processing of your personal data, you may address them to the data controller at the following functional mailbox:

[EEAS SG3 STRATEGIC COMMUNICATIONS <sg3-strategic-communications@eeas.europa.eu>](mailto:EEAS_SG3_STRATEGIC_COMMUNICATIONS@eeas.europa.eu)

Information

Each page of the EEAS site contains a link "Legal notice" (http://ec.europa.eu.int/geninfo/legal_notices_en.htm) with a Personal Data Protection section.

Each page of the EEAS site contains a link "Cookies" (http://eeas.europa.eu/cookies/index_en.htm) describing the use of Cookies on the site. Cookies are not used to identify individuals, but to collect statistics about their use of the website.

Procedure to grant rights

Users can browse through most pages of the Europa website without having to give out any personal information. For those sections and services requiring registration (e.g. Europa Newsletter, EuropaGO, Europe Direct) a service-specific privacy statement respecting the skeleton contained in rule 9 (Legal Notice) of the Information Providers' Guide for Europa (http://europa.eu.int/comm/jpg/rule9/rule9_en.htm) is provided for.

7. LEGAL BASIS FOR THE PROCESSING OPERATION

The legal basis of the processing operation at stake is:

- Action Plan to Improve Communicating Europe by the Commission (COM(2005)985)
- Communication from the Commission :The Commission's contribution to the period of reflection and beyond: Plan-D for Democracy, Dialogue and Debate (COM(2005)494).
- White Paper on a European Communication Policy (COM(2006)35)
- eEurope Action plan: objective 3b (eGovernment) commits the Commission to ensuring "that citizens have easy access to essential public data as well as promoting on-line interaction between citizens and government"
- Reform White Paper: Chapter II/VI "Towards the eCommission" (Actions 7, 8 & 9), in particular Strand 3 "Better Public Service to Citizens and Business
- Europa II: Communication "Towards eCommission: Europa 2nd Generation – Advanced web services to citizens, business and other professional users" (C(2001)1753 of 6/7/01) ;
- Decision by the SecGens of 25/1/05
- Decision by the Information Resources Management Board (IRMB) of 14/7/95 (mandate: cf SEC/91/1127) to set up the Europa server
- The Union's information and communication strategy: The Europa site is one of the key instruments in the implementation of the Union's information and communication strategy, as defined in the following Communications:
- Communication on implementing the information and communication strategy for the European Union (COM(2004)196) of 20/4/04
- Communication from the Commission on an information and communication strategy for the European Union (COM(2002)350) of 2/10/02
- Communication from the Commission on "implementing the information and communication policy for the European Union (COM(2004) 196 final of 20/4/04)
- Activities relating to the Europa website are covered by ABB 16 04 (Integrated management of communication tools (centralised and decentralised). This activity aims at giving the Commission a positive and coherent corporate image and at maximising the impact of its communication and information efforts by using modern electronic and audio-visual means.
- Considering the legal basis mentioned under item 11) the processing of personal data is lawful under article 5(a).

Further legal reference:

Good administrative practices in the framework of the Treaty of Lisbon and the Council Decision of 26 July 2010 establishing the organisation and functioning of the European External Action Service (2010/427/EU) available on http://www.eeas.europa.eu/background/docs/eeas_decision_en.pdf

8. TIME LIMIT FOR STORING DATA

- Personal data are preserved as long as needed to serve the purpose for which they have been gathered. If not used, the data will be deleted within 1 year or kept until such time as the data subject indicates she/he wants her data to be removed (e.g.: Newsletter subscription, EuropaGO membership).
- Personal data, in particular names, referring to public functions can be kept for archiving purposes.

9. CONTACT

In case you have questions related to the protection of your personal data, you can also contact the EEAS' Data Protection Office at data-protection@eeas.europa.eu.

10. RECOURSE

You have at any time the right of recourse to the European Data Protection Supervisor at edps@edps.europa.eu.