

EEAS PRIVACY STATEMENT - DATA PROTECTION NOTICE

FOR THE PURPOSE OF PROCESSING PERSONAL DATA RELATED TO 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). WHEN PROCESSING PERSONAL DATA WE RESPECT THE PRINCIPLES OF THE CHARTER ON FUNDAMENTAL RIGHTS OF THE EUROPEAN UNION, AND IN PARTICULAR ARTICLE 8 ON DATA PROTECTION.

THIS PRIVACY STATEMENT DESCRIBES HOW THE EEAS PROCESSES YOUR PERSONAL DATA FOR THE PURPOSE IT IS COLLECTED AND WHAT RIGHTS YOU HAVE AS A DATA SUBJECT. YOUR PERSONAL DATA IS PROCESSED IN ACCORDANCE WITH REGULATION (EU) 2018/1725 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL OF 23 OCTOBER 2018 ON THE PROTECTION OF NATURAL PERSONS WITH REGARD TO THE PROCESSING OF PERSONAL DATA BY THE UNION INSTITUTIONS, BODIES, OFFICES AND AGENCIES AND ON THE FREE MOVEMENT OF SUCH DATA, AND REPEALING REGULATION (EC) No 45/2001 AND DECISION No 1247/2002/EC AS OF 11 DECEMBER 2018, ALIGNED WITH PROVISIONS OF THE GENERAL DATA PROTECTION REGULATION /REG. (EU) 2016/679/.

ALL DATA OF PERSONAL NATURE - DATA THAT CAN IDENTIFY YOU DIRECTLY OR INDIRECTLY - IS HANDLED WITH THE NECESSARY CARE.

2. PURPOSE OF DATA PROCESSING: Why do we process your data?

The EEAS manages the EU's diplomatic relations with other countries outside the bloc and conducts EU foreign & security policy. The European External Action Service (EEAS) is the EU's **diplomatic service**. It aims to make EU foreign policy more coherent and effective, thus increasing Europe's global influence. EU foreign affairs policies and programmes help **protect you – as an EU citizen – outside EU borders** and can also provide **education & career opportunities**.

To be informed and interact with the EEAS, you can:

- petition on foreign policy issues
- take part in [public consultations](#) on foreign policy
- email [enquiries about EEAS](#)
- check out [EU foreign affairs and you](#)
- read our [Publications](#)
- subscribe to newsletters.

The purpose of the present processing of personal data is to provide

- better service for citizens, business and other stakeholders
- timely and accurate information to the public
- easy access to updated, user friendly and multilingual information tailored to the users' needs
- citizens, media and professionals users an on-line, multilingual facility.

3. DATA PROCESSED: What data do we process?

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 (special categories of data) falling under Article 10 of the Reg. (EU) 2018/1725, with the exception of the case when such special categories of data might appear on the website, when linked to the public activity of a public figure (for instance: ethnic origin of a given public figure representing a specific minority).

4. DATA CONTROLLER: Who is entrusted with processing your data?

The Controller determining the purpose and the means of the processing activity is the European External Action Service. The representative of the controller, the service – EEAS Directorate / Division / EU Delegation – responsible for managing the personal data processing under the supervision of the Director / Head of Division / Head of Delegation is the following entity:

EEAS Strategic Communications Division (EEAS.SG.AFFGEN.6)

5. RECIPIENTS OF THE PERSONAL DATA: Who has access to your 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 responsible for:

2.1. updating the website (EEAS Strategic Communications Division, IT Division, contractor)

2.2. handling 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, EU Delegations).

Personal data is not intended to be transferred to a Third Country. The information in question will not be communicated to third parties, except where necessary for the purposes outlined above.

6. ACCESS, RECTIFICATION, ERASURE OF DATA: What rights do you have?

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. 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: WEBSITE-UPDATES@eeas.europa.eu, sg-affgen-6@eeas.europa.eu

Information and Cookies

- Each page of the EEAS site contains a link to a section on protection of personal data (http://ec.europa.eu.int/geninfo/legal_notices_en.htm).
- 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/ipg/rule9/rule9_en.htm) is provided for.

7. LEGAL BASIS: On what grounds we collect your data?

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 SecGens of 25/1/05
- Decision by Information Resources Management Board (IRMB) 14/7/95 (mandate: cf SEC/91/1127) to set up '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 EU (COM(2004)196) of 20/4/04
 - Communication from the EC an information and communication strategy for the EU (COM(2002)350) of 2/10/02
 - Communication from the EC 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.

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

Considering the legal basis mentioned above the personal data processing is lawful under article 5(a) of Reg. (EU) 2018/1725.

8. TIME LIMIT - DATA STORING: For what period and how we process your data?

Personal data are kept as long as needed to serve the purpose for which they have been collected. 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.

Security of data: Appropriate organisational and technical measures are ensured according to Article 33 of Reg. (EU) 2018/1725. The collected personal data are stored on servers that abide by pertinent security rules. Data is processed by assigned staff members. Files have authorised access. Measures are provided to prevent unauthorised entities from access, alteration, deletion, disclosure of data. General access to personal data is only possible to recipients with a UserID/Password. Physical copies of personal data are stored in a properly secured manner.

9. EEAS DATA PROTECTION OFFICER: Any questions to the DPO?

In case you have queries you can also contact the EEAS Data Protection Officer 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.