

EEAS PRIVACY STATEMENT - DATA PROTECTION NOTICE

FOR THE PURPOSE OF

PROCESSING PERSONAL DATA RELATED TO REQUESTS FOR INFORMATION FROM THE PUBLIC BY THE EEAS (HQ AND/OR EU DELEGATIONS)

1. INTRODUCTION

The protection of your personal data and privacy is of great importance to the European External Action Service (EEAS), including the Delegations of the European Union. You have the right under EU law to be informed when your personal data is processed [e.g. collected, used, stored] as well as about the purpose and details of that processing.

When handling personal data, we respect the principles of the Charter of Fundamental Rights of the European Union, and in particular Article 8 on data protection. Your personal data are processed in accordance with Regulation (EU) 2018/1725 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, aligned with Regulation (EU) 2016/679, the General Data Protection Regulation. In this privacy statement you find information about how the EEAS and EU Delegations process your personal data and what rights you have as a data subject.

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

The purpose of the present processing activity is to follow-up of the requests for information from the public posed through web forms available on EUROPA Portal or the website of the EEAS, over telephone or via instant messaging and escalated by the EUROPE DIRECT Contact Centre (EDCC). The EDCC is operated by an external contractor and staffed by a dedicated team who answers questions about the EU, informs callers about their rights and opportunities as an EU citizen and indicates relevant sources of information under Directorate General for Communication's Framework contract COMM/2020/OP/0015 with European Service Network, Galerie Ravenstein 4, 1000 Brussels (Belgium) and with Conectys Serv Telecom, 1 Preciziei Bvd, District 6, 062202, Bucharest (Romania).

3. DATA PROCESSED: What data do we process?

The data, including personal data, which may be processed for that purpose are the following:

Compulsory data necessary to provide an answer:

- Name and surname of the requestor
- Contact details (e-mail address, telephone number if a call back is required)
- Preferred and alternative contact language

Country of residence, nationality, gender, age, economic category and organisation type can also be collected in certain cases.

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

The data controller determining the purpose and the means of the processing activity is the European External Action Service (EEAS). The EEAS Directorate entrusted with managing the personal data processing under the supervision of the Director/Head of Sector DPO is the following organisational entity:

SG.LD – Legal Department/SG.LD.DPO – Data Protection Officer

5. RECIPIENTS OF THE PERSONAL DATA: Who has access to your data?

The recipients of your data may be

- EDCC staff and Commission officials as indicated in the EC notification concerning the EDCC.
- Staff of the contractor under the Framework contract of Directorate General for Communication
- EEAS staff, working for SG.LD – Legal Department, responsible for following-up on the requests for information from the public
- EEAS/EUDEL staff responsible for replying to the request in the event the requested information is linked to the personal data (for instance, situation of a particular file linked to the person or request for an interview).

In any other case, when the information requested is not linked to the person who requested it, the personal data of the requestor are not communicated to the division in charge of replying on the substance.

Personal data is not intended to be transferred to a third country or an international organisation, except where necessary for providing access to recipients as described above. In case of international transfers appropriate safeguards are ensured in accordance with Chapter V of Regulation (EU) 2018/1725. The given information will not be communicated to third parties, except where necessary for the purposes outlined above.

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

You have the right of access to your personal data and the right to correct your inaccurate, or incomplete personal data taking into account the purpose of the processing. The right of rectification can only apply to factual data processed. Under certain conditions, you have the right to ask the deletion of your personal data or restrict their use as well as to object at any time to the processing of your personal data on grounds relating to your particular situation. We will consider your request, take a decision and communicate it to you without undue delay and in any event within one month of receipt of the request. That period may be extended by two further months where necessary. For more detailed legal references, you can find information in Articles 14 to 21, 23 and 24 of Regulation (EU) 2018/1725. In specific cases, restrictions under Article 25 of the Regulation may apply. If you wish to exercise your rights or have questions concerning the processing of your personal data, you may address them to the Data Controller via the functional mailbox:

INFO-PUBLIC-BACK-OFFICE@eeas.europa.eu

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

Legal basis:

- [Code of Good Administrative Behaviour](#)
- Transparency

https://commission.europa.eu/about-european-commission/service-standards-and-principles/transparency_en
<https://ec.europa.eu/transparencyregister/public/homePage.do>

Further legal reference: [Council Decision of 26 July 2010 establishing the organisation and functioning of the EEAS \(2010/427/EU\)](#) – OJ L 201, 3/8/2010, p. 30.

8. TIME LIMIT FOR DATA STORED & SECURITY MEASURES: For what period and how we process your data?

Personal data provided to the EDCC will be stored for as long as follow-up actions to the enquiries are necessary as well as for their related management, treatment of complaints, quality control and statistics. All personal data will be deleted from the EDCC databases at the latest 3 (three) years from the date of a submission of an enquiry.

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 external contractor premises that abide by pertinent security rules compliant with the Commission's security arrangements. All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored either on the servers of the European Commission and/or on the servers of one of its contractors, all within the EU.

The original enquiries and data subjects' e-mail addresses submitted via the web forms or instant messaging account name and technical account ID are stored in a database on servers hosted and managed by the European Commission. The external processor retrieves data from that Commission database via the Commission corporate web service and integrates it in its database. Personal data, notably the name, surname and e-mail address of data subjects who explicitly consent to this, are stored in the EUROPE DIRECT mailing list.

Data is processed by assigned staff members. Access to specific files requires authorisation. The contractor is responsible for sending out the reply for for technical maintenance and access to personal data requires authentication. 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?

If you have enquiries you can also contact the EEAS Data Protection Officer at data-protection@eeas.europa.eu.

10. RECOURSE

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