<table>
<thead>
<tr>
<th></th>
<th>Title of the processing activity</th>
<th>Recording of the emergency phone calls at the EEAS Security Control Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Update of the record (last modification date)</td>
<td>10/12/2020</td>
</tr>
<tr>
<td>3</td>
<td>Register reference number</td>
<td>2461</td>
</tr>
</tbody>
</table>
### Identity and contact details of the Data Controller

<table>
<thead>
<tr>
<th>Role</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Controller</td>
<td>European External Action Service&lt;br&gt;Rond Point Schuman 9A, 1046 Brussels, Belgium</td>
</tr>
</tbody>
</table>
| Data Controller contact entity | EEAS. SI.2 HQ Security and EEAS Security Policy  
Functional mailbox: EEAS-SECURITY-POLICY@eeas.europa.eu                                                                 |
| Contractor                  | 1/ Call centre personnel provided by: <br>Securitas nv/sa<br>Fond Saint-Landry 3 /Sint-Lendriksborre 3<br>B-1120 Bruxelles<br>Belgium  
2/ Installation of the telephony system provided by: <br>Unify Communication<br>Demeurslaan, 132<br>B-1654 Huizingen<br>Belgium |
| Data Protection Officer     | Emese Savoia-Keleti, SG.AFFGEN.DPO  
DATA-PROTECTION@EEAS.EUROPA.EU |
## Identity and contact details of the Data Protection Officer

EEAS Data Protection Officer (DPO):
Emese Savoia-Keleti.
SG.AFFGEN.DPO
Functional Mailbox of the DPO:
DATA-PROTECTION@eeas.europa.eu

## Purpose of the processing activity

PURPOSE: Recording of the incoming phone calls to the security numbers of the EEAS Security Control Room for security-related reasons and possible subsequent investigations. Data is necessary to provide safety and protect security interests of the EEAS including staff and third parties. DESCRIPTION: Analysis of the phone calls for potential threats to take action and for subsequent investigation of the incidents or any risks to the EEAS. Pre-announced automated recording of the incoming emergency calls takes place and selected calls are listened to by security personnel in order to identify any potential threat to be analysed further by investigators to reconstruct the events, in case necessary, as appropriate.

## Legal basis and lawfulness

EEAS Security Rules, HR/VP decision ADMIN(2017) 10 of 19/09/2017
Art 3 (Duty of care)
Art 7 (Security incidents and emergencies)
Art 10 (Investigations of security incidents, breaches and/or compromises and corrective actions)
Art 13 (Organisation of security in the EEAS)

## Categories of individuals whose data is processed

- Data subjects
  - Individuals contacting by phone calls the EEAS Security Control Room
- Personnel of the security contractor taking the calls
- Individuals mentioned during the calls

## Categories of data - Data processed

- Phone calls with the conversations
- Phone numbers
All categories of data may be recorded depending on the content of the phone call, including the name and any other personal data of the caller.

## Recipients of data – Access to data

- Authorised EEAS Security Officers, Heads of Sector, Operations Team, Security Investigations Sector (BA.SI.2)
- call centre personnel
- Director General for Budget and Administration
- EEAS Security and Infrastructure Director (BA.SI)
- EEAS Head of Security Division (BA.SI.2)
- EEAS Horizontal Division in case of necessity of a fraud or disciplinary investigation (BA.01)
<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td><strong>11</strong></td>
<td>Transfer to Third Countries or International Organizations (IOs) and suitable safeguards (if applicable)</td>
</tr>
<tr>
<td><strong>12</strong></td>
<td>Time limit for keeping the data - Retention period</td>
</tr>
<tr>
<td><strong>13</strong></td>
<td>Data Storage</td>
</tr>
<tr>
<td><strong>14</strong></td>
<td>General description of security measures</td>
</tr>
<tr>
<td><strong>15</strong></td>
<td>Rights of individuals</td>
</tr>
<tr>
<td><strong>16</strong></td>
<td>Information to data subjects</td>
</tr>
</tbody>
</table>