

## Processing personal data for 'Information to the Public' Requests

<p><b>1. INTRODUCTION</b></p>
<p>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 <u>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</u>, AS IMPLEMENTED IN THE EEAS BY THE <u>DECISION OF THE HIGH REPRESENTATIVE OF THE UNION FOR FOREIGN AFFAIRS AND SECURITY POLICY OF 8 DECEMBER 2011</u>. 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.</p>
<p><b>2. PURPOSE OF THE PROCESSING OPERATION</b></p>
<p>The purpose of the processing operation is to follow-up of the requests for information from the public posted on the website of the EEAS and received through Europe Direct service.</p>
<p><b>3. DATA PROCESSED</b></p>
<p>The data which may be processed for that purpose are the following:  <u>Compulsory data :</u></p> <ul style="list-style-type: none"> <li>▪ Name and surname of the requestor</li> <li>▪ Contact details (e-mail address, telephone number of a call back is required)</li> <li>▪ Preferred language</li> </ul> <p>Country of residence, nationality, gender, age, economic category and organisation type can also be collected in certain cases.</p>
<p><b>4. CONTROLLER OF THE PROCESSING OPERATION</b></p>
<p>The Controller determining the purpose and the means of the processing operation is the European External Action Service. The Division responsible for managing the personal data processing operation is EEAS Transparency Team in the Division SG.AFFGEN.2 under the supervision of the Head of Division or the Deputy acting on his/her behalf.</p>
<p><b>5. RECIPIENTS OF THE DATA</b></p>
<p>The recipients of your data will be</p> <ul style="list-style-type: none"> <li>▪ Transparency Team responsible for following-up the requests for information from the public</li> <li>▪ Assigned EEAS staff members of the Division, Directorate or Department responsible for replying to the request, in case the requested information refers to personal data, i.e. it is linked to person who requested it (for instance, in the event 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 department in charge of replying on the substance.</li> <li>▪ Assigned staff of the Legal Affairs Division and the Data Protection Office, if relevant</li> <li>▪ Europe Direct staff and European Commission officials as indicated in the European Commission notification concerning the service Europe Direct.</li> </ul> <p>The information in question will not be communicated to third parties, except where necessary for the purposes outlined above.</p>
<p><b>6. PROVISION, ACCESS AND RECTIFICATION OF THE DATA</b></p>
<p>Data is collected via the Web-form on the EEAS website under EEAS and the Citizen &gt; Resources &gt; Questions about the EU (Europe Direct): <a href="https://europa.eu/european-union/contact_en">https://europa.eu/european-union/contact_en</a> &gt; Write to us: <a href="https://europa.eu/european-union/contact/write-to-us_en">https://europa.eu/european-union/contact/write-to-us_en</a></p> <p>Requestors do not have direct access to the data. If you wish to modify or delete your personal data, or want to know what personal data are stored on your behalf, you need to contact the Europe Direct service: <a href="https://europa.eu/european-union/contact_en">https://europa.eu/european-union/contact_en</a> or Call Freephone 00 800 6 7 8 9 10 11.</p>
<p><b>7. LEGAL BASIS FOR THE PROCESSING OPERATION</b></p>
<ul style="list-style-type: none"> <li>▪ <b>Good administrative practices</b> 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 <a href="http://www.eeas.europa.eu/background/docs/eeas_decision_en.pdf">http://www.eeas.europa.eu/background/docs/eeas_decision_en.pdf</a></li> <li>▪ <b>Transparency</b>  <a href="http://ec.europa.eu/transparency/">http://ec.europa.eu/transparency/</a>  <a href="http://europa.eu/transparency-register/index_en.htm">http://europa.eu/transparency-register/index_en.htm</a></li> </ul>
<p><b>8. TIME LIMIT FOR STORING DATA</b></p>
<p>The data will be kept for a maximum period of 5 years, in order to ensure consistency in the treatment of applications. Statistics kept for a longer period will be anonymised.</p>

## 9. DPO CONTACT


In case you have questions related to the protection of your personal data, you can also contact the EEAS Data Protection Office  
EEAS DATA PROTECTION <[data-protection@eeas.europa.eu](mailto:data-protection@eeas.europa.eu)>.

## 10. RECOURSE

You have at any time the right of recourse to the European Data Protection Supervisor: [edps@edps.europa.eu](mailto:edps@edps.europa.eu).

### WEBFORM EXTRACT

EEAS website under **EEAS and the Citizen > Resources > Questions about the EU (Europe Direct):**  
[https://europa.eu/european-union/contact\\_en](https://europa.eu/european-union/contact_en)  
> **Write to us**  
[https://europa.eu/european-union/contact/write-to-us\\_en](https://europa.eu/european-union/contact/write-to-us_en)

 **European Union**  
europa.eu

EUROPA > Contact

Home About the EU EU by topic EU law Life and business in the EU **Contact** Documents and publications

## Write to us

Type your enquiry below – in any [official EU language](#). Please be as detailed as possible and be sure to include your correct contact details.

You will usually receive an **answer within 3 working days** (more complex enquiries may take longer).

(\*) = fields you must fill in

Gender	<input type="text"/>
First Name*	<input type="text"/>
Last name*	<input type="text"/>
E-mail address*	<input type="text"/>
Confirm E-mail*	<input type="text"/>
Nationality*	Please select <input type="text"/>
Country of residence*	Please select <input type="text"/>
Economic category*	Please select <input type="text"/>
Preferred contact language? *	English (en) <input type="text"/>
Alternative contact language? *	Please select <input type="text"/>
Subject:*	<input type="text"/>
Enquiry*	<input type="text"/>

2000 characters left

I authorise the European Commission to add my e-mail to the Europe Direct mailing list

I have read and agree with the [data protection terms](#)\*

### Disclaimer

This service is provided by Europe Direct. The information delivered by Europe Direct is not legally binding, regardless of how you contact us.



# Data protection privacy statement

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Your privacy is important to us. Access to your personal data is subject to strict security controls and we will not share it with third parties.

## Definition of the service

The Europe Direct Contact Centre is an information service for individuals and businesses, providing direct, personalised answers to general questions on the EU. It also refers users to additional relevant sources of information or advice.

## Identification Data

Your personal data are collected and further processed only to the extent necessary to give you an answer: name, surname, contact details (e-mail address; telephone number if a call back is required), preferred language. In certain cases, country of residence, nationality, gender, age, economic category and organisation type are also mandatory.

## Who has access to your information / who is it disclosed to?

The Commission officials in charge of the Europe Direct Contact Centre have access to your data, which is contained in a database. Your enquiry is stored on the server of our contractor, Communi-K (a consortium between Serco Belgium and Tipik), and may be forwarded by e-mail to the EU official responsible for replying to the enquiry.

The contractor has signed a contract with the European Commission which legally binds them to comply with applicable legislation on the protection and processing of personal data, and more specifically with Regulation (EC) No 45/2001.

No personal data is shared with third parties.

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## How do we protect and safeguard your information?

Inside the Commission, the data can be accessed by designated Commission officials with a user ID and a password, and by contractors responsible for technical aspects.

Outside the Commission, only the staff of the contractor, Communi-K, responsible for the reply or for technical maintenance, has access to your personal data, also by entering a user ID and a password.

The functioning of the servers containing the personal data is compliant with the Commission's security arrangements and the provisions established by its Security Directorate for such services and servers.

## Personal data protection

The Europe Direct Contact Centre Database is operated under the responsibility of the Controller, Mr Antonis Papacostas, Head of Unit - "Citizens' contact", Directorate General Communication, European Commission.

If you have questions or requests about the information you have submitted, please [contact the Controller](#).

Where appropriate, your enquiry will be directed to an official at the EU institutions or a body (local, national or European level) who should be able to answer it.

If your enquiry is about your rights under EU law, it may be redirected to another European Commission service, [Your Europe Advice](#).

- [Your Europe Advice – privacy statement](#)

If, after examining your request for advice, it appears you may need the help of national authorities to solve your problem, Your Europe Advice may transfer your case to [SOLVIT](#), a problem-solving network that deals with problems between individuals or companies and the authorities in another country, in cases where there is a possible misapplication of EU law.

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- [SOLVIT privacy statement](#)

If your enquiry concerns the European Parliament, it may be redirected to the [Citizens' Enquiry Service of the European Parliament \(CITES\)](#). Likewise, enquiries received by CITES may be redirected to the Europe Direct Contact Centre

You will be informed of all transfers between these services.

## Access to your personal data

You have no direct access to the data stored in our server. If you wish to modify or delete your personal data, or want to know what personal data is stored on your behalf, please [send us a message](#). You will receive a reply within 15 working days.

## How long is your data kept?

All personal data received and stored – either by the Commission or the contractor – are erased after 5 years.

## Subscription to the Europe Direct mailing list

The Europe Direct mailing list service allows you to receive information on the EU.

After ticking the optional checkbox "I authorise the European Commission to add my e-mail to the Europe Direct mailing list" available on the [enquiry form](#), your personal data will be added to the Commission's mailing lists management tool ("MailMas").

You can modify your data at any time via MailMas. You have the possibility of:

- changing your identification data (your e-mail or password)
- changing your personal data
- changing your subscription

or completely unregister from the system.

Your data is available to Commission officials in charge of the EDCC and is kept in the mailing list database until you cancel the subscription.

## Additional information

In addition to this privacy statement, this [legal notice](#) applies.