



PRIVACY STATEMENT REGARDING REQUESTS FOR INFORMATION SUBMITTED VIA THE EIT WEBSITE CONTACT FORM

This privacy statement provides information on the processing of personal data by the European Institute of Innovation and Technology (hereinafter referred to as EIT) in handling requests for information submitted via the EIT Website Contact Form and received from the EDCC (Europe Data Contact Center).

The processing of personal data follows the provisions of Regulation (EU) 2018/1725¹ 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 (hereinafter “Regulation”).

What is personal data and what is a personal data processing operation?

Personal data shall mean any information relating to an identified or identifiable natural person (‘data subject’). An identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automatic means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Who are the data subjects?

The data subjects are persons who have submitted an enquiry through the [Contact form](#) on the EIT’s website and whose requests were received by the EIT via the EDCC.

Who is the controller of the data processing?

The data controller is the Head of Operations 2: Innovation, Education and Communication Department at the EIT.

What is the purpose of the personal data processing?

Citizens can make a request via EIT website ‘Contact us’ page which is automatically sent to the Europe Data Contact Centre (EDCC). The EDCC makes an assessment of whether can respond based on the information already available to them. If so, the response is carried out by the EDCC with no further action from the EIT. The applicable privacy statement in such case is available at: https://european-union.europa.eu/contact-eu/write-us/europe-direct-data-protection-privacy-statement_en

¹ OJ L 295, 21.11.2018, p. 39–98



This privacy statement covers the processing operation of handling requests received from the EDCC by the EIT when the EDCC does not have sufficient information available to treat the request and sends a notification to the EIT communication section.

The purpose of processing is to provide response to enquiries that cannot be sufficiently answered by the EDCC.

What types of personal data are processed?

The following types of personal data are processed for the above-mentioned purposes in accordance with the Regulation:

- First name
- Last name
- E-mail address
- Nationality
- Country of residence
- Preferred contact language and alternative contact language
- Details of the enquiry

Who has access to the personal data of data subjects and to whom can they be disclosed?

Within the EIT:

The requests for information received via the EDCC are handled by the Communications section. The request containing personal data may also be shared with other staff members of the EIT strictly on the 'need to know basis' in case their involvement is required to handle such a request, including the EIT's Legal Section and EIT Access to Document Coordinator.

If an application is considered to be an access to document request, the EIT Access to Document Coordinator will take over further handling of the request ensuring processing of personal data contained in line with the applicable data protection record.

Within the Commission and other EU institutions/bodies/agencies:

The access to personal data may be granted to the Internal Audit Service of the Commission, the Legal Service of the Commission, OLAF upon request and only if necessary, in the context of official investigations or for audit purposes.

For the purpose of handling review procedures and litigation, access to the personal data may be granted to the European Ombudsman, the European Data Protection Supervisor, the General Court and the European Court of Justice upon request and to the extent necessary for handling the review procedure and litigation.



Third parties subject to the GDPR² and third parties not subject to the GDPR:

Europe Data Contact Centre (EDCC): https://european-union.europa.eu/contact-eu/write-us/europe-direct-data-protection-privacy-statement_en

How long do we keep your data?

The EIT only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for 5 years³.

The retention period applied by the EDCC is specified in the privacy statement: https://european-union.europa.eu/contact-eu/write-us/europe-direct-data-protection-privacy-statement_en

What are the rights of the data subject?

In accordance with Articles 15, 17, 18, 19 of the Data Protection Regulation of European Institutions the data subjects have the **right for information**, the **right of access**, the **right of rectification** in case their personal data is not complete or not accurate and the **right to erasure** (“right to be forgotten”).

The data subjects have the right to obtain the **erasure** of their personal data in accordance with Article 19 of the Regulation and in particular in the cases when the personal data are no longer necessary in relation to the purposes for which they were collected, if the data subject withdraws its consent, or in case of unlawful processing.

Data subjects have also the **right to restriction** of processing of personal data in accordance with Article 20 of the Regulation, and the **right to object** on grounds listed in Article 23 of the Regulation.

The rights can be only exercised by sending a request in a written form to the eit-communications@eit.europa.eu. As a general rule, the requests for information, access, rectification, erasure restriction are handled without undue delay and in any event within one month of receipt of the request; this period may be extended by further two months where necessary, taking into account the complexity and number of requests. In case the data subject contests the accuracy of the data, upon request, the data is restricted immediately for the period of verification of the accuracy of the data, not exceeding one month.

Restrictions to the rights of data subjects may be applied by the EIT, in accordance with Article 25 of the Data Protection Regulation of the European institutions and the EIT internal rules on restrictions⁴.

² Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)

³ Pursuant to point EIT. 3.1.2 of the Specific Retention List annexed (annex III) to EIT Decision No 35/2021 on the document management implementing rules at the EIT

⁴ <https://eur-lex.europa.eu/eli/dec/2024/1540/oj>



Who should be contacted in case of queries or complaints?

You have the right of recourse at any time to the EIT's Data Protection Officer (EIT-DPO@eit.europa.eu) and to the European Data Protection Supervisor (EDPS@edps.europa.eu) or contact the site: <http://www.edps.europa.eu/EDPSWEB/>.

Legal basis of the processing operation

General legal basis:

- Treaty on the European Union, Article 1 and 6;
- Treaty on the Functioning of the European Union, Article 15;
- Regulation (EC) No 1049/2001 regarding public access to European Parliament, Council and Commission documents;
- 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;
- Regulation (EU) 2021/819 on the European Institute of Innovation and Technology (recast);
- Charter of Fundamental Rights of the European Union, Article 42;
- Staff Regulations of Officials of the European Union and the Conditions of Employment of Other Servants of the Union, laid down in Council Regulation (EEC, Euratom, ECSC) No 259/68, Article 17.

Specific EIT legal basis:

- Decision 16/2022 of the Governing Board of the European Institute of Innovation and Technology on access to documents and classification of documents

Grounds for lawfulness

In line with Article 5. 1) (a) of Regulation No. (EU) 2018/1725, the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the EIT. Furthermore, answering enquiries submitted through the Contact Form on the EIT website facilitates to the EIT's strategic goal of increasing EIT's visibility and ensuring transparent daily operations.