



Record¹ of processing activities regarding requests for information submitted via the EIT website contact form

Nr	Item	Description
1	Reference number	DPO-42
2	Name of the data controller, the data protection officer and processor ² , if applicable and contact details	The data controller is the Head of Operations 2: Innovation, Education and Communication Department at the EIT: eit-communications@eit.europa.eu EIT Data Protection Officer: EIT-DPO@eit.europa.eu
3	Purposes of the processing	<p>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.</p> <p>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 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.</p> <p>The purpose of processing is to provide response to enquiries that cannot be sufficiently answered by the EDCC.</p>

¹ In line with article 31 of 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

² For more information., please see below (categories of data recipients).



4	Categories of data subjects	The data subjects are persons who have submitted an enquiry through the <u>Contact form</u> on the EIT's website and whose requests were received by the EIT via the EDCC.
5	Categories of the personal data processed	<p>The following types of personal data are processed for in accordance with the Regulation:</p> <p>First name Last name E-mail address Nationality Country of residence Preferred contact language and alternative contact language Details of the enquiry</p>
6	Categories of data recipients	<p>Within the EIT: The requests for information received via the EDCC are handled by the Communications section. The request containing personal data can be also 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.</p> <p>In some cases, EIT's Legal Section and EIT Access to Document Coordinator can be consulted.</p> <p>If 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.</p> <p>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.</p> <p>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</p>



		<p>Court and the European Court of Justice upon request and to the extent necessary for handling the review procedure and litigation.</p> <p>Third parties subject to the GDPR² and third parties not subject to the GDPR:</p> <p>Europe Data Contact Centre (EDCC): https://european-union.europa.eu/contact-eu/write-us/europe-direct-data-protection-privacy-statement_en</p>
7	Time limit storage	<p>The EIT only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for 5 years³.</p> <p>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</p>
8	If applicable, transfers of personal data to a third country or to international organization (if yes, the identification of that third country or international organization and the documentation of suitable safeguards)	No
10	General description of the technical and organisational security measures	<p>Organisational measures: the personal data of the data subjects is processed by the responsible EIT staff mentioned above.</p> <p>Technical measures: Electronic data is stored on EIT network drive and is only accessible to the persons mentioned in the previous paragraph.</p>
11	For more information, including how to exercise rights to access, rectification, object and data portability (where applicable), see the privacy statement:	<p>Please see the privacy statement annexed to the record.</p> <p>Please consult the Data Protection page on the EIT's website: https://eit.europa.eu/who-we-are/legal-framework/data-protection</p>

Signature of the data controller

(Approval is given via a workflow in ARES in place of a handwritten signature)

Annex: Privacy statement