



EACEA Info functional mailbox management

Data Protection Notice

The European Education and Culture Executive Agency ("EACEA") is committed to preserving your privacy. All personal data are dealt with in accordance with Regulation (EU) No 2018/1725 on the protection of personal data by the Union institutions, bodies, offices and agencies¹ ("the data protection regulation").

The following Data Protection Notice outlines the policies by which the EACEA collects, manages and uses the personal data of the concerned individuals within the EACEA Info functional mailbox management.

1. Who is responsible for processing your personal data (data controller)?

The controller is the European Education and Culture Executive Agency, BE-1049 Brussels

The persons designated as being in charge of the processing operation is:

Head of Unit B4 – Operational Support and Business Processes

Head of Unit R1 – People, Workplace and Communication (for the parts concerning the visits and the web database).

Email address: EACEA-INFO@ec.europa.eu

2. Which personal data are processed?

- Visitors to the Agency
- Complainants, correspondents and enquirers
- Visitors to the EACEA website

Only for visitors. The Agency is required to generate V-passes for visitors to allow them to enter EACEA premises. For this, visitors are asked to provide their email address, surname, first name, date of birth, nationality, ID number, ID validity date and, if parking is required, their car ID. This information is not sent via the online webform; rather EACEA.R1 sends the visit requester an email at a later stage via the EACEA VISITS functional mailbox asking for this information to be entered in an Excel template and sent back to EACEA VISITS. This information is entered into the V-pass platform. The system automatically sends a notification to the visitor, who must indicate that they have read the privacy agreement linked to the platform (DPR-EC-[00655](#)).

The data subject can provide the name of their organisation. This is not obligatory.

¹ 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 Text with EEA relevance, OJ L 295, 21.11.2018, p. 39.

The data subject must provide a name and an email address when submitting the webform on the EACEA website.

3. For which purpose do we process your data?

To enable the public (visitors to our website) to contact EACEA directly with their queries (including requests to visit EACEA premises) and to respond to those queries as efficiently as possible. A request for feedback survey is also sent to the visitors after the visit.

4. Who has access to your personal data and to whom is it disclosed?

The personal data received can be accessed by EACEA B4 via their Functional Mailbox, and by the EACEA Communication team in Unit EACEA R1 and DGs DIGIT and COMM, through the web database where the forms are automatically stored. From this database, queries are automatically dispatched to the relevant functional mailboxes managed by the EACEA team responsible (usually the team managing the programme in question).

If necessary, in order to reply to the enquiry, it may be shared with other colleagues in EACEA.

For the generation of V-passes for visitors, personal data is also sent to the European Commission Security Service via the V-pass portal here: <https://webgate.ec.europa.eu/v-pass/meetings>

In addition, in case of control or dispute, personal data can be shared with and processed by the bodies charged with a monitoring or inspection task in application of Union law in compliance with the applicable data protection rules and within the scope of their tasks entrusted by the relevant legislation.

This includes, in particular, the following recipients:

- The European Court of Justice or a national judge as well as the lawyers and the agents of the parties in case of a legal procedure;
- The European Anti-Fraud Office (OLAF);
- The Internal Audit Service of the Commission;
- The Investigation and Disciplinary Office of the Commission (IDOC);
- The European Court of Auditors;
- The European Ombudsman;
- The European Public Prosecutor's Office;
- EU courts and national authorities.

5. How long do we keep your personal data?

The personal data received by EACEA via the webforms or via email is kept for up to one year. Data collected in relation to visits to EACEA premises may be kept for up to five years, in line with the European Commission common retention list SEC(2019)900 point 9.3.

6. What are your rights concerning your personal data and how can you exercise them?

Under the provisions of the data protection regulation, you have the right to:

- Request to access the personal data EACEA holds about you;
- Request a rectification of your personal data where necessary;
- Request the erasure of your personal data;
- Request the restriction of the processing of your personal data;

- Request to receive or to have your data transferred to another organisation in commonly used machine-readable standard format (data portability).

As this processing of your personal data is based on point of Article 5(1)(a) of the data protection regulation, please note that you have the right to object to processing of your personal data on grounds relating to your particular situation under the provisions of Article 23 of the data protection regulation.

Article 25 of Regulation (EU) 2018/1725 provides that, in matters relating to the operation of EU institutions and bodies, the latter can restrict certain rights of individuals in exceptional circumstances and with the safeguards laid down in that Regulation. Such restrictions are provided for in internal rules adopted by EACEA and published in the Official Journal of the European Union: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32021Q0317%2801%29>.

Any such restriction will be limited in time, proportionate and respect the essence of the above-mentioned rights. It will be lifted as soon as the circumstances justifying the restriction are no longer applicable. You will receive a more specific data protection notice when this period has passed.

As a general rule you will be informed on the principal reasons for a restriction unless this information would cancel the effect of the restriction as such.

You have the right to make a complaint to the EDPS concerning the scope of the restriction.

7. Your right to have recourse in case of conflict on any personal data issue

In case of conflict on any personal data protection issue you can address yourself to the Controller at the above-mentioned address and functional mailbox.

You can also contact the Data Protection Officer of EACEA at the following email address: eacea-data-protection@ec.europa.eu.

You may lodge a complaint with the European Data Protection Supervisor at any time: <http://www.edps.europa.eu>.

8. On which legal basis are we processing your personal data?

The applicable part of Article 5(1)(a)-(e) of Regulation 2018/1725 giving the legal basis to this processing are:

(a) 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 Union institution or body:

- The [Commission Implementing Decision 2021/173](#) establishing the European Education and Culture Executive Agency;
- The [Commission Decision C\(2022\)5057](#) and its [annexes](#) delegating powers to EACEA for the management of programmes in the MFF 2021-2027. The EU Council Regulation 58/2003 laying down the statute for all Executive Agencies;