



Education, Audiovisual and Culture Executive Agency

## EACEA WEB CONTACT FORMS

### Privacy Statement

The Education, Audiovisual 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 agencies<sup>1</sup> ("the data protection regulation").

The following Privacy Statement outlines the policies by which the EACEA collects, manages and uses the personal data of the concerned individuals within the management of web contact forms.

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

The controller is the Education Audiovisual and Culture Executive Agency, Avenue du Bourget 1, BOUR, BE-1140 Brussels

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

Education, Audiovisual and Culture Executive Agency

Head of Unit R1 Human Resources, Administration, Communication

[EACEA-INFO@ec.europa.eu](mailto:EACEA-INFO@ec.europa.eu)

#### **2. Which personal data are processed?**

The name and email address of visitors to the EACEA website who use the online contact forms to contact the EACEA. The name of their organisation is requested but this is not mandatory.

Individuals and groups wishing to visit EACEA premises are requested to submit the following details at a later stage via email: name, date of birth, nationality, ID number, ID validity date, and vehicle ID number (if parking required).

#### **3. For which purpose do we process your data?**

To enable the public (visitors to our website) to contact the EACEA directly with their queries and to respond to those queries as efficiently as possible.

In the case of visitors: to comply with security procedures relating to access to EACEA premises.

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

The personal data received is accessible to the EACEA Communication team in unit R1 and the EACEA IT team, through a web database where the forms are automatically stored. From this

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<sup>1</sup> 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.

database, queries are automatically dispatched to the relevant functional mailboxes managed by the EACEA team (usually the team managing the programme in question) responsible. If necessary, in order to reply to the enquiry, it may be shared with other colleagues in EACEA. Any units in EACEA can be consulted but the personal data is not shared outside EACEA.

In the case of visitors to EACEA premises, the additional personal data requested for security reasons is shared with the European Commission Security Service.

In case of control or dispute, the personal data is shared with the bodies charged with a monitoring or inspection task in application of Union law (e.g. Internal Audit Service, Internal Audit Capacity, European Commission, OLAF, EU Courts etc.).

## **5. How long do we keep your personal data?**

The personal data is kept for one year. This allows adequate time for a full follow up of all requests received. It also allows for the collection and verification of statistical data, unrelated to personal data, for the purposes of reporting and monitoring.

If personal data has been collected in relation to a visit to EACEA premises, the data may be kept for up to five years, in line with European Commission common retention list SEC(2019)900 point 9.3.

If there is reason to believe that there may be a related legal action, the contact form and personal data may be kept the time required.

## **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 organization 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.

In addition, as this processing of your personal data is based on your consent [Article 5(1)(d)], please note that you can withdraw it at any time, and this will have effect from the moment of your retraction. The processing based on your consent before its withdrawal will remain lawful.

## **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](mailto: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:

- Commission Implementing Decision 2013/776/EU of 18 December 2013 establishing the 'Education, Audiovisual and Culture Executive Agency' and repealing Decision 2009/336/EC
- Commission Decision C(2013) 9189 of 18 December 2013 delegating powers to the Education, Audiovisual and Culture Executive Agency and the subsequent amendments listed in the document register on the EACEA website

And

(d) the data subject has given consent to the processing of his or her personal data for one or more specific purposes.