

PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data

1. Introduction

The European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereafter, 'eu-LISA' or 'Agency') is committed to protect your personal data and to respect your privacy. eu-LISA collects and further processes personal data pursuant to [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 (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data.

The information in relation to the processing operation "Create and Manage Surveys" undertaken by eu-LISA EPMO Sector is presented below.

2. Why and how do we process your personal data?

eu-LISA collects and uses your personal data to create and manage surveys on various topics of interest to the Agency, such as the utilisation feedback and improvement proposals of the Agency's PPM tools managed by EPMO Sector (Planview Enterprise One and Planview Projectplace), EPMO Intranet space on SharePoint and related content, PPM processes and documentation, trainings, satisfaction level and any other processes, tools, activities and/or documents related to or derived from eu-LISA EPMO Sector's mandate within the Agency.

The processing activity is aimed at creating and managing surveys, collecting and analysing relevant and necessary feedback provided by eu-LISA's external contractors, through statistical reports in order to support and improve the Agency's related processes, tools and activities for the better management and functioning of the Agency (hereunder referred to as the 'Service Purposes').

In order to ensure the Service Purposes, authorised users from the eu-LISA EPMO Sector within the ED Unit will first determine whether you are part of the targeted participants for each survey, based on the scope of the survey and the topics covered and, then, retrieve the necessary personal data in order to setup the EUSurvey survey's participants list and invite you to respond.

Specific mandatory personal information (i.e., first name, surname, email address) is initially loaded into EUSurvey platform provided by the European Commission (or the "Commission") as metadata to setup the survey's participants list and send you an invitation.

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The direct source of this personal information is Planview Projectplace. Your personal data is provided initially directly by you or is collected indirectly from your organization's representative, via a dedicated SPOC person (usually, Project Managers), for the purpose of setting up the Planview Projectplace account, as described in the Record of Processing Activity No. 109-0005/2020.

Once the survey has been setup, you will receive an email invitation to the survey from the EUSurvey's platform, referencing the appropriate Privacy Statement and any access details necessary, as well as the deadline for submitting the response.

Your personal data will not be used for an automated decision-making including profiling.

Your processed personal data may be reused for the purpose of procedures before the EU Courts, national courts, or the European Court of Auditors.

3. On what legal ground(s) do we process your personal data

We process your personal data, because:

(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 usage of the surveys is aimed at collecting and analysing relevant and necessary feedback from eu-LISA's external contractors in order to support and improve the Agency's related processes, tools and activities for the better management and functioning of the Agency, in regard to eu-LISA's objective ensuing from eu-LISA's Establishing Regulation (EU) 2018/1726, Art. 2(a).

4. Which personal data do we collect and further process?

In order to carry out this processing operation, eu-LISA collects and processes the following types of personal data from the general personal data category:

- Name and contact details: first name, surname, company, e-mail address collected/extracted from eu-LISA's Planview Projectplace tool;
- Other personal data, such as:
 - Comments provided as free text: Personal data can be processed and collected from the survey participants in the free text fields in order to gather improvement suggestions and/or other relevant feedback regarding the tools, processes, activities and/or documents used within the Agency, to better design them and – overall – improve the user's experience, commitment and, thus, the Agency's performance;
 - EUSurvey data: EUSurvey platform processes survey administrator's personal information for the purpose of user management (e.g.: user data such as full name, email address and IP address), as well as analytics collected via first-party cookies used by Europa Analytics when accessing the domain europa.eu used by European institutions' websites). For more details on the personal data processed by EUSurvey and Europa Analytics, please check the EUSurvey's Privacy Statement: <https://ec.europa.eu/eusurvey/home/privacystatement>.

We do not collect and process any sensitive information.

The provision of personal data is not mandatory.

5. How long do we keep your personal data?

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eu-LISA EP MO Sector collects your personal data during a definite period of time for each survey, the deadline about which you are informed in the email invitation sent initially.

eu-LISA only keeps your personal data for the specific retention periods of time described below:

- Personal data collected via EUSurvey is stored on the EUSurvey platform for 1 month after the survey's deadline expiry. The information is stored in a secured and protected database hosted by the Data Centre of the European Commission and is manually deleted from EUSurvey by the survey owner once the retention period expired.
- After the 1-month period, the survey results are exported from EUSurvey and transferred to eu-LISA data centre to be retained for 5 years. All personal data is removed from the EUSurvey platform.
- After the 5-year retention period expires, the anonymised survey results and the reports created could be kept for a longer period on eu-LISA's data centre for statistical purposes.

When determining the maximum retention periods, the Agency takes also into account possible legal recourses, legal, auditing, archiving and reporting obligations.

After the expiration of such retention periods, the files may be anonymised and transferred to the Historical Archives.

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

Access to your personal data is provided to eu-LISA staff responsible for carrying out this processing operation and to authorised staff according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

We take great care in relation to the security of the personal information we process from you and, in this regards, we limit the access to the EUSurvey platform only to dedicated eu-LISA EP MO Sector personnel, in charge with administration of eu-LISA's account. Furthermore, we store the results of the survey in a secured manner on eu-LISA on premise storage (SharePoint restricted library and, potentially, on restricted folder on the network), to which we control and limit the access only to dedicated internal team's members.

We do not share your name and contact details and do not include them in the reports prepared based on the survey results.

We might share reports containing statistical data aggregated at Company level with the categories of internal and external stakeholders below.

The potential stakeholders of these reports are:

- Internal:
 - Internal statutory staff members: either in the role of participants to the survey or part of the relevant management team to identify potential improvement opportunities or address complaints related to the processes, tools, training and/or documents you work with;
 - Internal non-staff members (intramuros and extramuros): either in the role of participants to the survey or part of the relevant management team to identify potential improvement opportunities or address complaints related to the processes, tools, training and/or documents you work with;
 - eu-LISA audit and compliance assigned teams for the purpose of performing specific audits and checks.
- External:

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- External contractors: in their role as participants to the survey to identify potential improvement opportunities or address complaints related to the processes, tools, training and/or documents you work with;
- European Commission's EUSurvey platform for the purpose of user management;
- External public entities for the purpose of performing specific audits or verifications due to their mandate in the European Union (EU Courts, national courts, or the European Court of Auditors).

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

7. What are your rights and how can you exercise them?

You have specific rights as a 'data subject' under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to data portability or the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a).

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 European Data Protection Supervisor concerning the scope of the restriction.

You can exercise your rights by contacting eu-LISA EPMO Sector as Data Controller, or in case of conflict, eu-LISA's Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor

8. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller, Enterprise Project Management Office (EPMO), Head of EPMO (eulisa-PPM@eulisa.europa.eu).

- The Data Protection Officer of eu-LISA

You may contact the Data Protection Officer (dpo@eulisa.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.