eu-LISA

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') 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 processing operation *"Trainings to the Member States"* undertaken by Governance and Capability Unit ("GCU") is presented below.

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

GCU collects and uses your personal information in order to provide of training to the Member States on large-scale IT systems which are in the remit of eu-LISA according to the training needs identified on yearly basis in line with eu-LISA mandate as provided in the Regulation (EU) 2018/1726.

This process covers all training lifecycle' phases, which translates in the following operations of processing of personal data:

1. Evaluation of the Member States' training needs on yearly basis in line with eu-LISA mandate in training and stakeholders' needs, so the Agency can plan its yearly training portfolio.
2. Preparation of the trainings (e.g. preparation meetings using supporting IT tools).
3. Provision of Video Conferencing and Webinar solutions to support communications and online trainings.
4. Provision of Face-to-face trainings.
5. Provision of training through online Platforms to enhance training-related content sharing, activities/actions (e.g. create and publish courses, create training applications, validate training requests, register and enrol, follow-up of participation and evaluation), and follow-up actions such as to allow for further communication, evaluation questionnaires, maintain a training history log.
6. Provision of adequate reporting for the purposes of improving future trainings and informing the eu-LISA stakeholders.
7. Audience Engagement during live online activities through external platform.
8. Post-course evaluation questionnaire to measure the satisfaction and impact of eu-LISA training activities and to identify the improvement needs for each training.
9. Performance, Troubleshooting, and Diagnostics of IT tools used to support training provided and related activities.

10. Sharing material with other EU Agencies to provide best train possible avoiding efforts duplication, e.g., by including an eu-LISA's webinar-related content in a course by reusing respective training material.

Please find hereafter the description of the processing regarding each of the phases mentioned above:

- **1st phase -Training Needs Assessment (TNA) for Member States:**

  Data is collected by the controller through a questionnaire by using EUSurvey web tool.

  The following general personal data is mandatory: name, organisation, position, country, email address. Only function and phone number is optional data.

  Besides this information, eu-LISA questionnaire includes a qualitative part in the form of open questions, and quantitative part, suitable for statistical analysis regarding stakeholders training needs.

  For the survey owner: In order to use the EUSurvey tool and create the survey, the controller needs to connect using a couple login / password, which is managed by the EULogin service.

  For further information on how EULogin is processing survey owner credentials or other personal data, please refer to the EULogin privacy statement: https://ec.europa.eu/eusurvey/home/privacystatement.

  For the survey responders: In order to participate to the survey, the national contact points receive an email invitation from the controller. The responders don't need to create or connect to an account, they can participate to the survey directly by accessing the link sent by the controller.

  EUSurvey is using Europa Analytics for traffic statistics and analytics. For more information about the data processing and measures, the 'do not track' preference and other information please refer to EuropaAnalytics website: https://ec.europa.eu/info/privacy-policy/europa-analytics_en.

  Data from EUSurvey 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. After completing the exercise, data from EUSurvey is transferred to eu-LISA's data center and manually deleted after 1 year (until to the next TNA cycle).

  For more information on the EUSurvey the tool a whole, you can consult the record on EUSurvey from European Commission: https://ec.europa.eu/dpo-register/detail/DPR-EC-01488.

- **2nd phase -Preparation of the trainings:**

  Information collected on TNA Phase is analysed and used for the creation of a Work plan creation for the following year.

  Processing of personal data is also for the planned activities needed to be arranged for the preparation of the trainings, through the following IT tools:

- Cisco VC for meetings: it is used for the meetings concerning preparation of the trainings, in order to provide to the eu-LISA internal users and external partners the ability to communicate efficiently.
- EUSurvey: 1st phase as described above. This information will be used for the training preparation.

- **3rd phase – A. Providing training to the Member States:**

  For the provision of trainings to the Member States the following IT Tools are used:

  1) Within the provision of training platforms - LMS account (Extranet Account), personal data is processed for the following purposes:

     a. Expression of interest and self-enrolment:
     b. To enhance training-related content sharing with other JHA Agencies and request material already prepared by eu-LISA MS Training in order to add as part of their activities.
     c. To training-related activities/actions (e.g., create and publish courses, create training applications, validate training requests, register and enrol, follow-up of participation and evaluation):
     d. For follow-up actions such as to allow for further communication, evaluation questionnaires, maintain a training history log:

  2) Within videoconferencing and webinar IT tools used, personal data is processed :

     a. Microsoft Teams: Video Conferencing service to users, for meetings / events with a large audience (more than 70 participants), by using the following features:
        i. Audio/Video for online meeting.
        ii. Chat to facilitate exchanges of information.
        iii. Screen sharing to support presentations or working on documents.
        iv. Voting (polls).
        v. Hand raising.

        For more details, please consult corresponding eu-LISA's record.

     b. GoToWebinar for trainings: external cloud-based service/software, managed by other EU Agency (CEPOL) that has the tool for their own use. It is used by eu-LISA for webinars. CEPOL:
        i. Prepares a registration page.
        ii. Provides webinar channel.
        iii. Send the link for registration to the participants.
        iv. Provides technical moderation and support during the webinar
        v. Provides analytics after the end of the webinar (including name, surname, country, e-mail address, organisation of participant, interest rate, potential questions they posed during the webinar, satisfaction rate on the basis of evaluation questions).

     c. "Cisco Meeting Server" in order to provide live training, namely, for delivery of webinars. For more details, please consult corresponding eu-LISA's record.

3) Face-to-face trainings on the technical use of the large-scale IT systems:

Following the Training Plan, GCU also organizes the participants to face-to-face trainings, where stakeholders need to provide their data during the on-line registration process. Data is collected via online forms managed by external contractor and include personal details necessary not only for the registration, but also for travel arrangements, namely full name, contact details, position/organization, passport number. During the face-to-face activity a sign sheet is distributed for original signatures of presence, as this is a supporting document for the payment of event-related and participant-sensitive invoices (e.g. catering).

All training activities might be recorded by its organizer using adequate tools such as Camtasia and GoToWebinar. The participants are previously informed that the session is recorded in the invitation and verbally in the beginning of any live online session (webinar, online classroom). Where possible, personal data will be excluded/anonymised (e.g., where trainees make interventions/questions, at the moment those parts are being cut from the recordings). If not, consent will be asked to in written form via e-mail.

In case of face-to-face activities, a written consent form shall be distributed to participants and trainers and in case of non-consent related sitting arrangements and camera angle will exclude those participants from the recording. In case of questions, the questions are going to be cut from the final clip and be presented as a powerpoint slide.

In case of live online activities (e.g. webinars), eu-LISA staff informs the participants about the recording in the invitation and in the beginning of the activity. In case of questions, the same method as in the face-to-face activities is followed.

- **3rd phase – B. Audience engagement:**

    1) GCU uses an audience engagement tool MentiMenter for the purpose of relating with participants in and during the during live online activities events (e.g. of engaging questionnaire would be: "where are you from"). Participants can engage either from their phones or their computers. For more information please consult: https://www.mentimeter.com/privacy.

- **3rd phase – C. Member States Course Evaluation Questionnaire:**

After the training, processing of personal data is necessary for the purpose of post training evaluation in order to measure the satisfaction and impact of eu-LISA training activities addressed to the Member States and to identify the improvement needs for each training. The satisfaction rate is a KPI for the Training function of eu-LISA.

In order to collect the evaluation from the training participants, GCU is using the following tools:

    a. eu-LISA LMS Platform: electronic forms are presented to trainees and filled in anonymously. For more information on the LMS tool a whole, consult its record file: "eu-LISA learning management system (LMS)", reference number: 0026/2016.

        Word document-based forms: anonymous information is collected from the trainees by forms distributed in face-to-face training activities.

    b. EUSurvey: In order to participate in the survey, the training participants receive an e-mail, or an e-course notification, sent by eu-LISA training team to the e-mail address provided by the participants during the

training course registration. The message includes the link to the online survey, or a word document-based survey form. Data collected with the survey will be stored by eu-LISA training team in the internal SharePoint repository (e.g. in case of word format evaluations), or on the relevant e-course located on eu-LISA LMS (online surveys which are part of the study process).

- **Performance, Troubleshooting, and Diagnostics:**

  Regarding to connection data, it may be processed in the form of "Audit Logs" of the meetings and users' platform activity for audit trail and identity validation purposes.

- **Sharing training-related content with other EU Agencies:**

  Other EU Agencies (like CEPOL) can ask eu-LISA for sharing training-related content, such as recorded webinars, for the purpose of reusing it in their own courses or other training actions.

  In this case, although GCU relies on CEPOL platform (GoToWebinar), management and storage services for providing training webinars to the Member States' Stakeholders, content for such purpose is not made available to CEPOL by default (CEPOL has access to the material as system administrators/owner of the tool/tool provider/storage service provider only).

  Should this personal data sharing (e.g. the voice of presenters), GCU will take all necessary measures to inform data subjects and request their consent. In any case, where possible, personal data will be excluded/anonymised from shared content before the sharing occurs (e.g., where trainees make interventions/questions, at the moment those parts are being cut from the recordings).

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

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

11. **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 eu-LISA, including because it is necessary for the management and functioning of the Agency (i.e., implement necessary organizational and technical measures necessary to best fulfil with eu-LISA obligations to its Member States Stakeholders under founding Regulation, covering all training phases from assessing training needs to process training evaluation questionnaires by the Member States for the measurement of the satisfaction and impact of eu-LISA training activities addressed to the Member States to identify the improvement needs for each training), in particular, based on the following legal acts:
   - Providing training on large-scale IT system to its Member States Stakeholders is legal obligation of the Agency as provisioned by founding Regulation - Regulation (EU) 2018/1726, in particular, under Articles 3 (b), 4 (b), 5 (b), 6 (b), 7 (b), 8 (b), 9 and 36.

(b) You consent to the processing of your personal data for one or more specific purposes, in particular:
- For the purposes of processing image and sound of participants.
- For the purposes of sharing training-related content containing personal data with other EU Agencies for reusing training material.

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

In order to carry out this processing operation Governance and Capability Unit collects the following categories of personal data:

- Name, contact details and affiliation (e.g. address, first name, surname, e-mail, phone number, citizenship).
- e-Communication and/or connexion data (e.g. phone network, internet traffic, IP address, logs, user ID, user credentials, number of the caller and the time of the call).
- Personal identification numbers (e.g. national IDs/passports, staff ID).
- Image, audio (e.g. pictures, ID photo, CCTV record, video/audio recording).
- Details on education, expertise, profession of the person (e.g. CV, trainings).
- Economic and financial details (e.g. bank account details, expenses, reimbursements).
- Location data (e.g. movements, GPS data, Only through IP Address).

For the list of personal data processed through Microsoft Teams and Cisco Videoconferencing tool please consult respective eu-LISA Records of processing activities.

The optional fields are signalised and the provision of personal data is made on a voluntary basis. For the purpose of TNA via EUSurvey, function and phone number is optional data.

The provision of personal data will be mainly mandatory to meet a statutory requirement, related to eu-LISA legal obligation provide training to the Member States on large-scale IT systems. If you do not provide your personal data, possible consequences include the Agency's inability to adequately assess Member States training needs.

13. How long do we keep your personal data?

GCU only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely:

- Data is archived after necessary reporting is provided (Annual reporting on training activities). Information is kept by GCU for 5 years from submission for reporting, budget and audit related reasons.
- For the survey responders to Post-course evaluation questionnaire: Data from EUSurvey is stored for the period for which the questionnaire is valid 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. After completing the exercise, data from EUSurvey is transferred to eu-LISA's data center and manually deleted after 1 year (until to the next TNA cycle).
- First-party cookies used by Europa Analytics when using the domain europa.eu (used by European institutions' websites) will expire and be automatically removed from the user's device after 13 months if not manually remove from user.

After that period the file may be transferred to the Historical Archives.

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

14. 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.

Besides eu-LISA designated staff member responsible of the processing activity, the following data recipients will have access to your personal information within the context of this processing activity:

- EUSurvey and Microsoft Teams operation team and Infrastructure administrators.

In case of Microsoft Teams, personal data can be transferred to third country or to an international organisation in accordance with Regulation (EU) 2018/1725 for the following purposes:

- If it is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- If the customer configures an account to enable such transfer of customer data, including through the use of the following:
  - Features that are designed to operate globally, such as Content Delivery Network (CDN), which provides a global caching service and stores customer data at edge locations around the world.
  - Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.

The controller will transfer your personal data based on Standard Contractual Clauses (SCC) specific for international transfers in line with Article 48 of Regulation (EU) 2018/1725. You can ask for a copy of such SCC by contacting data controller to functional mailbox provided in Section 8 bellow.

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.

15. 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 object to the processing or the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a).

You have consented to provide your personal data to GCU for the processing operations above mentioned in Section 3. You can withdraw your consent at any time by notifying the Data Controller. The withdrawal will not affect the lawfulness of the processing carried out before you have withdrawn the consent.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor.

16. 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, eulisatraining@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.