

RECORD OF PROCESSING OPERATION¹ ON EEA Forum (Community.eea.europa.eu)

Nr.	Item	Description
1.0	Last update of this record	11.6.2019
1.1	Reference number	DP.COM.18.1_Forum
1.2	Name and contact details of controller	EEA Forum https://community.eea.europa.eu
1.3	Name and contact details of joint controller(s) (where applicable)	N/A
1.4	Name and contact details of the processor (where applicable)	N/A
1.5	Name and contact details of the DPO	DPO@eea.europa.eu
1.6	Purpose of the processing	The purpose of the processing operation is to allow the management and follow-up of information requests. The processing operation is limited to the task of responding to request received.
1.7	Description of categories of persons whose data the EEA processes and list of data categories	The personal data collected and processed refers to any person with full access to the web that decides to submit an information request, from staff members of European institutions and bodies to individuals connecting from any country. The personal data collected and further processed may refer to the following: - Upon registration to the EEA forum: full name (optional); e-mail address (required for communication); username (required for authentication); and password (required for authentication). - For submitting an enquiry via the EEA forum: the question itself (required); purpose (category list) (optional); “keep it private” (check-box to keep the enquiry thread only)

¹ Record of EEA activities processing personal data, based on 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.

		<p>visible to EEA dedicated staff members; default setting is “<i>off</i>”, since the EEA Forum is a public forum to foster communication on environmental matters).</p> <ul style="list-style-type: none"> - transactional data (such as IP-address, browser version and other device information that is necessary to securely deliver web pages to the internet client). <p>This transactional data is stored for a maximum of 1 year for security audit purposes unless there is an individual reason to keep information for a longer period of time (e.g. when individual IP addresses are blocked if part of a DoS-attack).</p> <p>This transactional data may also be processed by our Internet Service Provider (tdc.dk) and our cloud provider Amazon in EU and their privacy statement applies.</p> <p>Moreover, the browsing experience of website visitors is tracked by Matomo software hosted at EEA. IP address is anonymized by removing the last two bytes. We also support "Do Not Track" signal from the browser. This information is used to gather aggregated and anonymous statistics with a view to improving our services and to enhance user experience.</p>
1.8	Time limit for keeping the data	<p>The public enquiries are kept public as long as the EEA Forum website is in service.</p> <p>Enquiries marked as “<i>private</i>” have a retention period of maximum six months in order to allow potential consultation with other services of the European Commission. Once the six months period has elapsed, all enquiries marked as “<i>private</i>” are deleted from the EEA Forum.</p> <p>Users have full control over their own data. After logging in, users may delete their own enquiries if they wish to do so. Users may also request to delete their own account information altogether with all the related enquiries if wished. To that end, users shall submit a “<i>private</i>” enquiry via the EEA Forum.</p> <p>At any point in time, users can send a “<i>private</i>” enquiry via EEA Forum if they need help in exercising their deleting right above.</p> <p>Anonymous and aggregated personal data may be kept for historical and scientific purposes (e.g. enquiry content and response provided) and/or</p>

		statistical purposes (e.g. purpose of the enquiry, language used).
1.9	Recipients of the data	<p>The data is disclosed to a limited number of EEA staff members in charge of managing and/or replying to the enquiries; as well as to the competent staff members of the European Commission Directorate-General for the Environment (DG ENV) or another Commission service if the enquiries fall within their remits.</p> <p>Transactional data such as IP-address, browser version and other device information is accessed by limited number of personnel at EEA and at CERT-EU (https://cert.europa.eu/) which provides security services for EEA. These transactional data is also available to our Internet Service Provider (tdc.dk) and our cloud provider Amazon in EU and their privacy statement applies.</p>
1.10	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	No
1.11	General description of security measures (where possible)	Access to the EEA Forum database is restricted to a limited number of staff members and protected by a login and password. Communications from the data subjects and the EEA Forum website is secured via HTTPS.
1.12	Measures for providing additional information, including how data subjects may exercise their rights of access, rectification, data portability (where applicable), etc.	Additional information is displayed in the Data Protection notice on the EEA website (https://www.eea.europa.eu/legal/) and in the specific privacy statement available on the EEA Forum website (https://community.eea.europa.eu/join_form)