



RECORD OF PROCESSING OPERATION ON MANAGEMENT OF PUBLIC ENQUIRIES THROUGH THE EEA ONLINE CONTACT US FORM

<https://www.eea.europa.eu/contact-us>

PART 1 – Article 31 Record		
Nr.	Item	Description
1.0	Last update of this record	15/09/2022
1.1	Reference number	DP.COM.18.01_Forum_update
1.2	Name and contact details of controller	info@eea.europa.eu Online form available at https://www.eea.europa.eu/contact-us
1.3	Name and contact details of joint controller(s) (where applicable)	Not applicable
1.4	Name and contact details of the processor (where applicable)	Not applicable
1.5	Name and contact details of the DPO	DPO@eea.europa.eu
1.6	Purpose of the processing	The purpose of the processing is to allow the management and follow-up of information requests. The processing operation is limited to the task of responding to requests 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 is collected and further processed for the purpose of the management and follow-up of the request for information and only to the extent necessary to reply to the query. The only obligatory fields are the email address and

		enquiry of the enquirers; optionally, they may provide their name and their main area of occupation.
1.8	Time limit for keeping the data	<p>Personal data linked to an enquiry will be deleted after termination of the legal period for conservation of electronic documents. A retention period of maximum five years is applied to allow potential consultation with other services of the European Commission. Nevertheless, the data is anonymised as much as possible when the requests are closed.</p> <p>Anonymous and aggregated personal data may be kept for historical and scientific purposes (e.g. enquiry content and response provided) and/or statistical purposes (e.g. topics).</p>
1.9	Recipients of the data	<p>Access to the data is given to a limited number of staff within the EEA Communication Programme that are responsible for coordinating the answers given to enquiries. In exceptional circumstances, it may be necessary to divulge the name of the enquirer (if provided) and/or email address to EEA thematic experts in order to evaluate the level of complexity of the EEA's answer. Disclosure of personal data to another EU institution may only occur if the reply to the enquiry relates to an issue for which the EEA has no or limited competence. Correspondence with competent Commission staff member is done via internal e-mail.</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?	N/A
1.11	General description of security measures (where possible)	<p>The data is stored securely in a database with encryption in transit (TLS). Access to the enquiries' database is available to a limited number of EEA staff upon credentials.</p> <p>All consequent mail communication is also encrypted in transit via STARTTLS and sent via Office365 mail servers located in the EU.</p>
1.12	Measures for providing additional information, including how data subjects may exercise their rights of	<p>Additional information is displayed in the Data Protection notice on the EEA website (https://www.eea.europa.eu/legal/) and in the</p>

	access, rectification, data portability (where applicable), etc.	specific privacy statement available on the online form. (https://www.eea.europa.eu/legal/privacy/contact-us-privacy-statement)
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