

## RECORD OF PROCESSING OPERATION<sup>1</sup> ON EEA Staff Engagement Survey

Nr.	Item	Description
1.0	Last update of this record	7.6.2019
1.1	Reference number	DP.HR.18.1_SES
1.2	Name and contact details of controller	Lene Pedersen Head of Group Human Resource Management <a href="mailto:Lene.pedersen@eea.europa.eu">Lene.pedersen@eea.europa.eu</a>
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)	The data is processed by PwC-Italy, under framework contract No CON/17/ETF/0001 “Benchmarked staff engagement survey” <a href="mailto:Staff.survey@it.pwc.com">Staff.survey@it.pwc.com</a>
1.5	Name and contact details of the DPO	<a href="mailto:DPO@eea.europa.eu">DPO@eea.europa.eu</a>
1.6	Purpose of the processing	The purpose of this processing is, by means of an online survey, to collect staff’s opinion on a list of questions regarding work at the EEA, staff engagement and wellbeing.  PwC, using the secured Qualtrics platform carries out the survey on behalf of the EEA. The EEA will use the replies to create and analyse aggregated statistics and will never use personal data for any other purposes than the one for which they are collected. The EEA will only have access to the content of the answers in an anonymous form and will not be informed of the identity of the respondents.

<sup>1</sup> 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.

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1.7	Description of categories of persons whose data the EEA processes and list of data categories	The survey is open to EEA staff (i.e. officials, temporary agents, contract agents and seconded national experts) who have joined the Agency at least three months before the launch of the survey.
1.8	Time limit for keeping the data	<p>Survey responses will be retained until the results of the questionnaire have been completely analysed or until the data controller would have requested their removal.</p> <p>The survey responses should be deleted once the survey is closed and the results of the survey have been aggregated.</p>
1.9	Recipients of the data	Only the PwC staff carrying out and dealing with the survey will have access to the data. EEA management receives the report, which contains only aggregated data and does not allow identification of the respondents. The report is then shared with all staff members. In addition, Heads of Programme obtain a report specific to their programme, which they may choose to share with the programme. The EEA does not transmit any data to parties, which are outside these recipients. The EEA will not share personal data with third parties for direct marketing.
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)	<p>PwC has a thorough approach to data management and processing, as well as to IT security: PwC maintains an Information Security Management System (ISMS) that is certified according to ISO/IEC 27001:2005. In addition, PwC adheres to the information Security Policy of the PwC global network of member firms.</p> <p>Access to IT resources is controlled through authentication and authorization technologies. PwC User Accounts are protected by passwords. Periodic password changes, a minimum of password length, password complexity and limitations for password reuse are enforced by policies.</p> <p>All PwC PCs are protected using hard drive encryption software. This software enables the</p>

		<p>user to encrypt e-mails and data on removable storage devices using the AES-256 algorithm.</p> <p>PwC uses a software combination to provide a secure computer environment: 1) Anti-virus: all of PwC's PCs are equipped with a mandatory virus protection software, 2) PwC's personal firewall software uses a standard configuration to protect against malicious network traffic, 3) password protected screensavers are used.</p>
1.12	Measures for providing additional information, including how data subjects may exercise their rights of access, rectification, data portability (where applicable), etc.	<p>Additional information is available in the data protection notice on the EEA website (<a href="https://www.eea.europa.eu/legal">https://www.eea.europa.eu/legal</a>) and in the specific privacy statement attached to the message inviting to take part in the survey.</p>