



NOTIFICATION FORM

FOR DATA PROCESSING OPERATIONS

Date of registration: 28.6.2011

Register No: COM3

1. Name of the data processing operation

Public enquiries

2. Data Controller

Programme or Group:	COM3
Function:	Head of Programme
Contact person:	Katja Rosenbohm: katja.rosenbohm@eea.europa.eu EEA enquiries: eea.enquiries@eea.europa.eu

3. Description of the processing operation

3.1. Area of activity in which the processing is carried out

Persons with web access can introduce information request about environmental matters and about the EEA through an online form at EEA's website. The information (email, name, address, telephone number, occupation) they fill-in is stored in the EEA public enquiries database for the purpose of responding to the request. The fields which are compulsory are marked in red on the on-line form. The only data stored is the information introduced by the enquirer in the form and is not subject to any change or manipulation susceptible of affecting quality. There is no restriction under Article 20 of Regulation (EC) No 45/2001 and the data and processing operation do not require prior checking pursuant to Article 27 of that Regulation.

3.2. Modalities for the processing operation

☐ Manual processing	
☒ Automated processing	Personal data is provided by submission of a request on-line. This is an automated processing operation whereby the data subject input the data directly in the form which is then stored in a database.

3.3. Are the Personal data processed by an entity external to EEA ('processor')	
☐	Yes
☒	No

4. Lawfulness and purpose of the processing
4.1. Legal basis
- Regulation (EC) No 401/2009 of the European Parliament and of the Council on the European Environment Agency and on the European Environment Information and Observation Network; - Code of Good Administrative Behaviour (Commission decision 2000/633/EC, ECSC, Euratom); - Regulation (EC) No 1367/2006 of the European Parliament and of the Council of 6 September 2006 on the application of the provisions of the Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters to Community institutions and bodies.
4.2. Grounds for lawfulness
The data processing is considered lawful because it is necessary for the performance of tasks carried out in the public interest on the basis of Regulation (EC) 401/2009 (Article 5(a) of Regulation (EC) No 45/2001)
4.3. Purpose of the processing
Management and follow-up of information requests. The processing operation is limited to the task of responding to requests received.

5. Features of the processing operation
5.1. Categories of data subjects concerned
Any person with full access to the web that decides to submit an information request, from staff of European institutions to individuals connecting from any country.
5.2. Categories of data
1. For the EEA public enquiry database: Compulsory fields: - Subject - Enquiry - Occupation/Type of enquirer: Company; Government official / international organisation; Information centre / library / bookstore; journalist; NGO; Politician; Researcher; Student; Teacher (primary, secondary and tertiary); N/A - Purpose of enquiry: Administrative case work; Commercial purpose (companies);

Education (primary, secondary and tertiary); Employment/ Contract opportunity; General interest; Information dissemination (incl. bookstores); Non-commercial application; Policy-making/ public participation (incl. international institutions and NGO); Research (incl. university assignments); N/A

- Email address

2. For the EEA user database:

Compulsory fields:

- Choose a password to register a user
- First name
- Surname
- Country

Optional fields: Information on civil status (Mr/Ms); Organisation name; Phone number; Fax number; Address; Postal code; City; Region.

6. Retention practice of personal data

Public enquiries are deleted after two years have elapsed. Anonymous data may be kept for a longer period for historical and scientific purposes (enquiry content and reply provided) or for statistical purpose (category of enquirer, purpose and language of the enquiry).

7. Personal data processed for historical, statistical or scientific purposes

Purpose	Categories of data	Storage media
☒ Historical	- Enquiry content and answer provided	☒ Anonymous ☐ Encrypted
☒ Statistical	- Occupation/Type of enquirer - Purpose of enquiry - Language used	☒ Anonymous ☐ Encrypted
☒ Scientific	- Enquiry content and answer provided	☒ Anonymous ☐ Encrypted

8. Recipients or categories of recipients to whom the data might be disclosed

- Staff of the EEA
- Seldom, when the request concerns publications, the postal address is transmitted to OPOCE, who dispatches directly the publications requested
- When the enquirer considers a measure (law, regulation or administrative action) or administrative practice to be incompatible with Community law, the email address is

transmitted to the competent service(s) of the European Commission, seldom at the Directorate General Environment, who will answer the enquirer directly.

9. Proposed transfer of personal data to third countries or international organisations

☐ Yes

☒ No transfer of personal data to third countries or international organisations

10. Information given to the data subjects as described in Articles 11 & 12 of the Regulation (EC) No 45/2001

The information is displayed in the privacy policy (<http://www.eea.europa.eu/legal/privacy>) and in the specific privacy statement linked to the form on the EEA website (see annex 1 attached to this notification).

11. Procedures to enable data subjects to exercise their rights (as indicated in Articles 13 to 19 of the Regulation (EC) No 45/2001, i.e. access, rectification, blocking, erasure, objection)

Data subject may contact the data controller using the e-mail address specified in the specific privacy statement should they wish to have their data erased or rectified.

12. Time limits for blocking and erasure of the different categories of personal data (on justified legitimate request from the data subject – Please, specify the time limits for every category)

This is done immediately upon request.

Categories of data	Blocking	Erasure
Email address and occupation/type of enquirer	Usually immediately but at maximum within 2 working days	Usually immediately but at maximum within 2 working days
First name and surname	Usually immediately but at maximum within 2 working days	Usually immediately but at maximum within 2 working days