



EUROPEAN DATA PROTECTION SUPERVISOR

WEB AUDIO AND VIDEO CONFERENCING SOLUTION WEBMEETING

DATA PROTECTION NOTICE

Short description of the processing activity

This processing operation refers to the use of the web audio and video conferencing solution ('WebMeeting') by the European Data Protection Supervisor ('EDPS') while carrying out its activities (such as for example, communication between EDPS staff and/or with external participants). WebMeeting is part of the unified communication tools provided to the EDPS by the European Parliament (EP).

Personal data are processed on the basis of the [Regulation \(EU\) 2018/1725](#) ('the Regulation').

We provide you with the information that follows based on Articles 15 and 16 of the Regulation.

Who is the controller?

The EDPS and the EP are separate controllers for this processing activity.

EDPS

The EDPS is controller regarding the business processing of personal data when using WebMeeting for the meetings/events it organises (this includes business choices made on the use of the features of video conferencing tool).

For more information on the EDPS, please consult its website: <https://edps.europa.eu>.

Responsible department or role: the Head of the EDPS Secretariat (EDPS@edps.europa.eu).

Contact form for enquiries on processing of personal data to be preferably used: https://edps.europa.eu/about-edps/contact_en.

EP

EP Individual Equipment and Logistics Unit (EQUILOG Unit) is controller regarding the technical and legal aspects that it decides upon, such as for example the contractual clauses concluded with the service provider, as well as regarding technical customisation done at ITEC level and over which EDPS does not have any control or the possibility to alter.

According to the [EP data protection notice](#):

Controllership scope aspects

The Individual Equipment and Logistics Unit (EQUILOG Unit) is not controller for business processing operations on the usage of video/audio/chat services by EP's entities and client EUs' entities, acting as controllers for the use of video/audio/chat services (i.e. using video/audio/chat services for their own business purposes). These entities are responsible for the business processing of data in video/audio/chat conferences organized on the provisioned services (included choices on the use of features of the services, such as meeting recording).

EQUILOG Unit: ITEC-DPO-EQUILOG@europarl.europa.eu.

For more information, please see the EP:

- record: <https://www.europarl.europa.eu/data-protect/reportPdf/printPreview.do;jsessionid=20A7C5AA16FAFD95184DFA17049923BA?output=pdf&lang=EN&prefix=V3&nr=180>

- data protection notice: <https://www.europarl.europa.eu/data-protect/reportPdf/printPrivacyStatement.do;jsessionid=20A7C5AA16FAFD95184DFA17049923BA?prefix=V3&nr=180>

What personal data do we process and who can access it?

Personal data processed

For EDPS staff:

- name, last name,
- work telephone,
- work email address,
- starting and ending date of the contract,
- type of contract (e.g. official, contractual agent, trainee).

For participants to meetings:

- name or nickname

Personal data processed by the EP, according to the record and the data protection notice:

Technical data:

- *Username, Internet Protocol (IP) address, Communications details*

Other:

- *Content of the communications (processed only during the communication in order to ensure the transmission)*

TAC Support Information:

- *Contact information of ICT technical staff working on the provision of the services.*

End-users using a browser are requested to enter a username, which may be a nickname that does not allow necessarily to identify a natural person. WebMeeting does not analyse and does not store the content of the communication.

Where did we get your personal data?

User profiles are set up on the basis of the information provided by the EDPS to the EP in order to set up IT accounts.

According to the [EP data protection statement](#),

Personal data are collected directly from you when you are using WebMeeting (e.g. call time and

duration, IP address, phone numbers) and indirectly from several internal directories (e.g. internal phone numbers searched/retrieved).

Why do we process your personal data and under what legal basis?

Purpose

Personal data are processed in order to enable audio/video communications by EDPS staff.

According to the [EP data protection statement](#),

Personal data are necessary for technical purposes that are:

- *For the transmission of a communication: content of the communication and metadata.*
- *For the support, maintenance and evolution: metadata. These data will be used for the calculation of global statistics (non-personal data results) necessary for technical reporting and monitoring (e.g. calculate the number of communication channels).*

Lawfulness

The lawfulness of this processing activity is based on Article 5(1)(a) of the Regulation ('processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body') interpreted in the light of the provisions of the Recital 22 given that it is necessary for the performance of tasks carried out in the public interest by the EDPS.

Participation to certain events organised by the EDPS (e.g. public events, such as conferences) is based on consent (Article 5(1)(d) of the Regulation).

How long do we keep your personal data?

Personal data are processed by the EDPS as long as the staff member is a member of the EDPS. When a staff member leaves the EDPS, the account is disabled and scheduled for deletion. The account is kept, in the disabled state, for a maximum period of three months, after which it is deleted. All personal data are deleted when deletion of the account occurs.

According to the [EP data protection statement](#),

Personal data necessary for the transmission of a communication (content of the communication and metadata) are processed from their collection/creation until the termination of the communication, and are not stored afterwards.

Personal data necessary for the support, maintenance and evolution of the system (metadata) are kept from their collection/creation up to 6 months. These data will be used for the calculation of global statistics (non-personal data results) necessary for technical reporting and monitoring.

For technical support provided by the EP, information is kept for up to 10 years (referring to the duration of keeping the support ticket).

Are there any transfers of personal data to third countries or international organisations?

Transfers of personal data to recipients outside the EU/EEA or to organisations not certified under the EU-US Data Privacy Framework might occur in the context of technical support assistance.

Support tickets can only be open with the service provider by authorised EP IT support staff.

In order to avoid transfers outside of EU/EEA to non-adequate countries, safeguards are applied (for example, requests are sent to the service provider, as a rule, during the normal Brussels/Luxembourg working hours). Technical support is offered by the service provider in the following countries outside of the EU/EEA not subject of an EU adequacy decision: India, Jordan, Costa Rica and Colombia. Technical support is also provided by Concentrix (US), which is not certified at the moment under the EU-US Data Privacy Framework.

What are your rights regarding your personal data?

You have the right to request access to your personal data and to relevant information concerning how we use it. You have the right to request rectification of your personal data. You have the right to ask for the erasure of your personal data or to restrict its processing. You have the right to object to the processing of your personal data, on grounds relating to your particular situation, at any time. We will consider your request, take a decision and communicate it to you.

Please note that, in certain cases, as provided in Article 25 of the Regulation, restrictions of data subjects' rights may apply.

We will consider your request, take a decision and communicate it to you. The time limit for treating your request is one (1) month. This period may be extended by two (2) further months where necessary, taking into account the complexity and the number of the requests. In those cases, the EDPS will inform you of the extension within one (1) month of receipt of your request and will provide reasons for the delay.

You can send your request to the EDPS electronically or by post (see section on contact details below).

Automated decision-making

Your personal data are not subject of automated decision-making.

You have the right to lodge a complaint

If you have any remarks or complaints regarding the way EDPS processes your personal data, we invite you to contact the responsible department or role or the EDPS DPO (see section on contact details on the first page and below).

You can also contact the EP DPO for processing of personal data by the EP at data-protection@europarl.europa.eu and/or the EP EQUILOG Data Protection Coordinator at ITEC-DPO-EQUILOG@europarl.europa.eu.

You have, in any case, the right to lodge a complaint with the EDPS as a supervisory authority: https://edps.europa.eu/data-protection/our-role-supervisor/complaints_en.

Contact details for enquiries regarding your personal data

We encourage you to contact us using the EDPS contact form, selecting 'My personal data' as the relevant subject: https://edps.europa.eu/form/edpsweb-contact-form_en.

If you wish to contact the EDPS DPO personally, you can send an e-mail to DPO@edps.europa.eu or a letter to the EDPS postal address marked for the attention of the EDPS DPO.

EDPS postal address: European Data Protection Supervisor, Rue Wiertz 60, B-1047 Brussels, Belgium

You can also find contact information on the EDPS website: https://edps.europa.eu/about-edps/contact_en.