

ECDC Customer Relationship Management (CRM) system

1. PURPOSE OF THE PROCESSING OPERATION

ECDC processes the personal data collected in accordance with Regulation (EU) 2018/1725. The purpose of the processing is the following:

Relationships management with and between ECDC stakeholders.

2. IDENTITY OF THE DATA CONTROLLER

European Centre for Disease Prevention and Control (ECDC), Gustav III:S Boulevard 40, 16973 Solna, Sweden
DIR, Executive Office, country.cooperation@ecdc.europa.eu

3. LEGAL BASIS FOR THE PROCESSING

The legal basis of the processing operation is

- Article 5 (a) the processing is necessary for performance of tasks in the public interest attributed by Union or Member State legislation
- ECDC Founding regulation 851/2004, specifically article: 14, 18, 30

4. CATEGORIES OF PERSONAL DATA COLLECTED

The categories of data collected and used for the processing operations are the following:

Name (first name and surname); E-mail; Phone Number; Country of Residence; Address; Place of Employment; Unit; Section; Work Position/Occupation; Professional details, i.e. roles, application access, networks;

The provision of the personal data is mandatory to meet a statutory requirement or to meet a contractual requirement. The processing of your data will not be used for an automated decision making, including profiling.

5. WHO HAS ACCESS TO YOUR INFORMATION AND TO WHOM IS IT DISCLOSED?

The recipients of the data are the following:

ECDC staff members; Experts from ECDC stakeholders (EFSA, EC, WHO); Member State and EEA experts nominated by the Coordinating Competent Bodies (for public health experts); Officially nominated National ECDC Correspondents in non-EU countries; Member States' national health authorities via Advisory Forum and Management Board members/alternates; Contractors of ECDC, provided with and authorised to use such data only for purposes of the performance, management and follow-up of the contract (e.g. organisation of meetings).

6. HOW LONG DO WE KEEP YOUR DATA?

All personal data is retained for as long as the respective data subject maintains his/her position. Thereafter, the data will be deactivated with a retention period of three years and accessible only to authorised ECDC staff. After three years retention, deactivated data will be deleted automatically in CRM.

7. HOW DO WE PROTECT AND SAFEGUARD YOUR INFORMATION?

In order to protect your personal data, a number of technical and organisational measures have been put in place. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the data being processed. Organisational measures include restricting access to the data to authorised persons with a legitimate need to know for the purposes of this processing operation.

8. WHAT ARE YOUR RIGHTS AND HOW YOU CAN EXERCISE THEM?

The Controller may be contacted at any time by the data subjects for exercising the right of access, to rectify, to block, to erase, to transmit or to object to the processing of the data. Where the legal basis to the processing is consent, this consent can be withdrawn at any time. The Controller can be contacted on:

country.cooperation@ecdc.europa.eu

Data subjects can request the deletion of their personal data by the data controller, who will do so within 45 working days.

Data subjects can also contact the ECDC Data Protection Officer (DPO) in case of any difficulties or for any questions relating to the processing of their personal data at the following email address: dpo@ecdc.europa.eu. The data subject has the right of recourse at any time to the European Data Protection Supervisor: www.edps.europa.eu and at edps@edps.europa.eu

Exceptions based on Regulation (EU) 2018/1725 may apply.