



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: Technical support

Data Controller: European Commission, Head of Unit H.4, Directorate-General for Communications Networks, Content and Technology (DG CNECT)

Record reference: [DPR-EC-06847.1](#)

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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [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 (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to processing operation “Technical support” undertaken by Head of Unit H.4, Directorate-General for Communications Networks, Content and Technology (DG CNECT) of the European Commission is presented below.

2. Why and how do we process your personal data?

Purpose of the processing operation: Head of Unit H.4, Directorate-General for Communications Networks, Content and Technology (DG CNECT) of the European Commission collects and uses your personal information to provide you with technical support service and to keep a record of actions taken in this regard.

The objective of technical support service is to help the stakeholders of the CEF Programme with any technical issues they may experience with the CEF Digital platform and/or with the CEF building block DSIs.

Regarding *technical support services for CEF Building Blocks*, personal data is collected to i) manage stakeholders’ technical support requests via a dedicated ticketing tool (Jira); ii) organise and follow-up on technical trainings/webinars/workshops/pilots for the implementation of the CEF building blocks; iii) contact users to inquire about the status of their project implementing CEF Building Blocks.

Regarding *CEF Digital platform support services*, personal data is collected to handle technical issues related to the CEF Digital platform. Access to the CEF Digital platform is controlled by EU Login (DPR-EC-03187).

The CEF Digital support team collects data (logs of IP addresses) for security purposes (i.e. investigations in case of a (potential) data breach).

You can reach these services through the ‘contact us’ button on the CEF Digital platform, by sending an email to the corresponding functional mailbox, directly to the mailbox of the corresponding building block team. CEF Digital is built on Atlassian tool stack (JIRA, Confluence, BitBucket, Crowd) and add-ons supported by Atlassian such as Tempo Timesheets for JIRA, Customer Satisfaction Survey for JIRA and Forms for Confluence. In order to log a request for the service, you must authenticate yourself via the European Commission's user authentication service known as EULogin (DPR-EC-03187). Atlassian JIRA is then used to store the data from the request in the context of the CEF Digital platform support and for handling of the request (known as ticket). The central operations of the Atlassian Jira are covered by record DPR-EC-05186.1 (DPO Public register (europa.eu)).

Your personal data will not be used for an automated decision-making including profiling.

3. On what legal ground(s) do we process your personal data

The lawfulness of the data processing is identified as Article 5(1)(a) – public interest with the legal basis being the CEF regulation (Regulation (EU) No 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation (EU) No 913/2010 and repealing Regulations (EC) No 680/2007) and Regulation (EU) No 283/2014 on guidelines for trans-European networks in the area of telecommunications infrastructure and repealing Decision No 1336/97/EC.

According to Article 5(1)(a), processing is necessary for the performance of a task carried out in the public interest, based on Section 1 of the Annex to the Regulation (EU) No 283/2014, which stipulates that "Building block digital service infrastructures take priority over other digital service infrastructures, since the former are a pre-condition for the latter. The generic services provide the connection to the core service platforms and enable the national added value services to use the core service platforms. They provide gateways between national services and core service platforms and allow national public authorities and organisations, businesses and/or citizens to access the core service platform for their cross-border transactions. The quality of the services and the support for stakeholders involved in cross-border transactions must be ensured. They must support and stimulate the take-up of core service platforms." This should be read in the light of Recital (20) of the Regulation 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation (EU) No 913/2010 and repealing Regulations (EC) No 680/2007 and (EC) No 67/2010 "Institutional and administrative capacity are essential prerequisites for effective delivery of the objectives of the CEF. The Commission should, as far as possible, offer appropriate means of support to permit the design and implementation of projects in the Member States concerned."

4. Which personal data do we collect and further process?

In order to carry out this processing operation the data controller collects the following categories of personal data:

- Name (first and last name)
- Organisation name
- Technical point of contact name
- Technical point of contact phone number
- Email address
- Phone number
- End point URL
- Domain name
- Country
- Logs of IP addresses (CEF Digital platform)

5. How long do we keep your personal data?

The data controller only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing. The retention periods of the services covered by this privacy statement are as follows:

Data processed for providing the *CEF Digital platform support*:

Retention period: Data is processed for providing you the CEF Building Blocks technical support services and CEF Digital platform support. Your personal data is retained for up to five years after your last request of technical support.

Start date description: Data is retained as of the moment you made it available by submitting a request for support.

End date description: Your personal data is deleted 5 years after the last request for support has been solved (i.e. closing of the support ticket).

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the European Commission. All processing operations are carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission's contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States ('GDPR' Regulation (EU) 2016/679).

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures. 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 personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know basis for the purposes of this processing operation.

7. Who has access to your personal data and to whom is it disclosed?

The CEF Digital support and CEF building blocks support teams get access to your personal data to fulfil the provision of services, described in this privacy statement on the "need to know principle". These teams include staff inside and outside (contractors) of the EC. All staff abide by statutory, and when required, additional confidentiality agreements. Atlassian does not have access to any personal data (i.e. via cloud services). The Atlassian tools used in the context of the CEF Digital Platform are operated, hosted and located on EC servers. Personal data processed in the context of support services of CEF eSignature building block (i.e. when a request for support is submitted in relation to the following eSignature JIRA projects: eSignature-validation-tests, eSignature DSS, eSignature TL Manager, eSignature List Browser) are disclosed to all users of Atlassian JIRA tool, due to the open source nature of this building block.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law. No international data transfers to third countries take place.

8. What are your rights and how can you exercise them?

You have specific rights as a 'data subject' under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) of Regulation (EU) 2018/1725 on grounds relating to your particular situation.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under Heading 10 below) in your request.

9. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller, European Commission, DG CNECT, Directorate-General for Communications Networks, Content and Technology, eGovernment and Trust (CNECT.H.4), CNECT-H4@ec.europa.eu.

The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

- The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following Record reference: **DPR-EC-06847.1**.