



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: Digital Europe Platform

Data Controller:

- DG CNECT, eGovernment and Trust (CNECT.H.4)

Record reference:

- DPR-EC-12428.1 (Digital communities)
- DPR-EC-06847.1 (Building blocks technical support)

Table of Contents

- 1. Introduction**
- 2. Why and how do we process your personal data?**
- 3. On what legal ground(s) do we process your personal data?**
- 4. Which personal data do we collect and further process?**
- 5. How long do we keep your personal data?**
- 6. How do we protect and safeguard your personal data?**
- 7. Who has access to your personal data and to whom is it disclosed?**
- 8. What are your rights and how can you exercise them?**
- 9. Contact information**
- 10. Where to find more detailed information?**

1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. It 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 the 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.

This information relates to the processing of personal data in the context of the provision of support and online community services for the Building Blocks¹. The information in relation to these processing operations undertaken by the data controllers is presented below.

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

The data controller collects and uses your personal data to support the functioning, improvement, security of the support and online community services. These services are provided via the “Digital Europe Platform”².

You can browse the Digital Europe Platform anonymously. In this case, no registration or login are needed and, with the exception of the IP address that is logged for security purposes, no personal information is collected or processed.

Registration and login are only needed on a voluntary basis to enable provision of technical support and/or for you to be able to contribute to the online community(ies). By participating in the on-line community(ies) you can, for example, benefit from the following services:

- Create new discussion topics within a community;
- Contribute to discussion(s) within a community;
- Upload documents to a community;
- Announce the need for technical support;
- Be contacted to obtain technical support.

Your contributions to the online community(ies) are public. In case you no longer want to be a part of the community(ies) or would like your contributions to be deleted, please contact us at CEF-BUILDING-BLOCKS@ec.europa.eu.

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

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

We process your personal data for the provision of support services, because 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 in accordance with Article 5(1)(a) of Regulation 2018/1725 on the basis of Regulation (EU) No 1316/2013 (Connecting Europe Facility), Regulation (EU) No

1 As defined in Digital Europe Work Programme for 2021-2022, available here: <https://europa.eu/Wphjmu>

2 <https://ec.europa.eu/cefdigital/wiki/display/DIGITAL>

283/2014 (on guidelines for trans-European networks in the area of telecommunications infrastructure) and Regulation (EU) 2021/694 (Digital Europe Programme).

We process your personal data for the provision of online community(ies) services, in case you have given consent to the processing of your personal data for one or more specific purposes, in accordance with Article 5(1)(d) of Regulation 2018/1725.

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;
- Contact details (e-mail address, telephone number (*voluntary*), mobile telephone number (*voluntary*), company and department (*voluntary*), country of residence (*voluntary*));
- IP address and time of login (for security purposes);
- Source of traffic and visited URLs (anonymized).

These data become part of your user account.

Your first name and family name are published together with your contributions. Your email address is made public only to other members of the community(ies).

5. How long do we keep your personal data?

The data controller keeps your personal data for the time necessary to fulfil the purpose of collection or further processing as detailed below.

Data category: support services

- Retention period: personal data pertaining to you as a platform user is retained as long as the support service is provided to you and will be retained for up to five years after your last request;
- Start date description: personal data is retained as of the moment you made it available;
- End date description: personal data pertaining to you as a platform user is deleted after five years after your last interaction with the support service.

Data category: community services (including posted content)

- Retention period: personal data is retained for five years;
- Start date description: personal data is retained as of the moment you posted it in a community;
- End date description: personal data is deleted five years after your last interaction in a community(ies).

Data category: log data (visited URL, time of login, IP address, and URL where the user comes from)

- Retention period: personal data connected to your community logs is retained for three days;
- Start date description: the data is retained the day when you access the platform;
- End date description: the personal data related to the community log is deleted three days after the accessing of the platform.

You also have the possibility at any moment to modify or cancel your EU Login account (data). In this case, all your community contributions will be anonymised and you will not have access to the community without EU Login authentication mechanism.

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?

For this processing activity, DG DIGIT acts as data processor and processes personal data on behalf of the data controller. Access to your personal data is provided to the Commission's staff responsible for carrying out the above-mentioned processing operations and to authorised staff according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements. 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, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or 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). You also have the right to withdraw your consent at any time but sending an email at CEF-BUILDING-BLOCKS@ec.europa.eu.

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. Chapter 9 provides the contact information of the Data Controller, the Data Protection Officer and the European Data Protection Supervisor.

Should you wish to exercise your rights in the context of one or several specific processing operations, please provide their description in your request (e.g. their record reference(s)) as specified in chapter 10.

9. Contact information

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 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.

Data Protection Officer of the Commission (DPO)

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 information that is more detailed?

The Commission Data Protection Officer publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to her/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 references: DPR-EC-12428.1 and DPR-EC-06847.1.³

³ The reference number of the processing operations in the DPO register is pending validation and will be updated once the process is completed. In the meantime, please refer to general description available in this privacy notice.