



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: Once-Only Technical System (OOTS) meetings and events

Data Controller: European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs, Unit G.3 – Digital transformation of industry (hereinafter “DG GROW Unit G.3” or the “Data Controller”)

Record reference: DPR-EC-23968

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1. Introduction

The European 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 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.

This privacy statement explains the reason for the processing of your personal data in the context of a meeting or event organised by the European Commission. It explains 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 the processing of personal data linked to “Once-Only Technical System (OOTS) meetings and events” organised by DG GROW Unit G.3 of the European Commission, is presented below.

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

Purpose of the processing operation: the European Commission collects and further processes your personal data to provide you with information about a specific meeting or event (before, during and after) and to process your application for participation in that meeting or event.

Registration for a meeting or event may take place via a Commission website (such as [Newsroom](#)) or via a European Commission tool EUSurvey ([DPR-EC-01488](#)), which process personal data as explained in the [privacy policy for websites managed by the European Commission](#).

After registering, you may receive a link to a registration page hosted under the [EU Verify domain](#) where you can request the issuance of a Verifiable Credential and a creation of your digital wallet. This Verifiable Credential may serve as your access pass for the event, as your certificate of attendance, or for other purposes depending on the event’s set up. Please note that the Verifiable Credential and digital wallet are optional and are not mandatory for participating in the meeting or event.

In order to create a Verifiable Credential and a digital wallet, go to the registration page hosted on the [EU Verify domain](#) and authenticate via EU Login. EU Login requires certain personal data such as the name, surname and e-mail address, European Institution you are from (if available), the DG/Unit you work for (if available)) which will be automatically collected from your EU Login account. For more information on EU Login, please refer to its record of processing [DPR-EC-03187](#). After authenticating, you will be redirected to the registration page hosted under the [EU Verify domain](#) again, where you will be able to request the creation of your Verifiable Credential and of your digital wallet.

Once your request is confirmed, the information collected from EU Login and the registration form will then be used for the creation of your digital wallet and your Verifiable Credential. When your Verifiable Credential will be created, you will receive an email from no-reply@issuer.eu-verify.eu, where you will find a link to your digital wallet. To access your wallet, you will have to go through EU Login authentication. Once in your wallet, you can accept the Verifiable Credential. You will then be able to access your Verifiable Credential from your wallet at your convenience.

Live web-streaming and audio-visual recording at the event may take place. The audience or non-speaker participants may be photographed and filmed individually or in groups and may furthermore appear on panoramic photographs and video images of the whole event/audience. Photographs and video images of the speakers, participants and organisers may be published in the context of the event on pages of the [Digital Platform](#) (such as the [Once-Only Hub](#) or a Once-Only Technical System user community), YouTube, included in the Once-Only Technical System newsletter or other communication materials, or published on widely used communication channels, including social media. The processing of personal data by the Once-Only Hub is covered by the cookie policy of the Commission, available here: https://ec.europa.eu/info/cookies_en and by the privacy policy for the EC-managed websites, available here: https://commission.europa.eu/privacy-policy-websites-managed-european-commission_en.

Names of speakers may be published on the [Digital Platform](#) (for example on the [Once-Only Hub](#) or a Once-Only Technical System user community), included in the Once-Only Technical System newsletter or other communication materials, or published on widely used communication channels, including social media.

Meetings and events may be organised physically, remotely, or in hybrid format.

Please note that a meeting or event may be held using a third-party videoconference IT service, such as Microsoft Skype for Business, Microsoft Teams or Cisco Webex, which processes personal data. Please read section 7 below for more information.

Participants that do not wish to be part of the above web-streaming and recording/publishing activities have the possibility to object to processing, by sending an e-mail to the organiser prior to the event. In case of physical meeting participation, data subjects may be offered the opportunity to sit in back rows that are not recorded/photographed, wearing special badges, attending the meeting in a separate room without web-streaming, or other options, depending on the circumstances of the particular meeting. In case of remote meeting participation, data subjects have the possibility to object to processing by turning off their camera, muting themselves, removing any personal information from their username when accessing third-party videoconference IT services, and not participating in the chat.

For certain meetings or events, in particular [Projectathons](#) ⁽¹⁾, you may be asked to create an account in and connect to the “[Gazelle](#)” platform. “Gazelle” is a test management platform that manages all the elements necessary for peer-to-peer interoperability tests. For more information about how Gazelle processes personal data, please read section 7 below.

During a meeting or event, you may be asked to connect to third party IT tools which process personal data, such as:

- [Miro](#): You may be asked to connect to Miro in order to share your ideas, experiences and perspectives related to the Once-Only Technical System, or to take part in user journey definitions.
- [Maze](#): You may be asked to connect to the online testing tool Maze in order to participate in usability tests related to the Once-Only Technical System.
- [Microsoft Forms](#): You may be asked to connect to Microsoft Forms in order to participate in live polls or questionnaires. Microsoft Forms is part of the Microsoft Office 365 environment, which has a specific record of processing [DPR-EC-4966](#).

⁽¹⁾ A Projectathon is an event where teams from different EU countries connect their systems under one roof and perform a marathon of peer-to-peer interoperability and compliance tests in a structured environment for several days. The tests are supervised and verified by neutral experts acting as Monitors. More information about Projectathons is available here: <https://ec.europa.eu/digital-building-blocks/sites/display/OOTS/Projectathons>.

- [Sli.do](#): You may be asked to take part in polls or quizzes or to give ideas or ask questions to the organisers through the polling tool Sli.do, which has a specific record of processing [DPR-EC-06687](#).
- [Kahoot](#): You may be asked to connect to Kahoot in order to participate in live polls or questionnaires.

Please read section 7 below for more information on how your personal data is processed through these tools. Answers and information collected through these tools may be linked to your name, with the purpose of identifying your inputs. Information collected through these tools may also be published in an aggregated and anonymised format as part of an event report and/or articles or news items, for example on the [Digital Platform](#) (for example, on the [Once-Only Hub](#) or a Once-Only Technical System user community), included in the Once-Only Technical System newsletter or other communication materials, or published on widely used communication channels, including social media. Your identity will not be published together with this information.

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?

The processing operations on personal data, linked to the organisation, management, follow-up and promotion of the meeting or event (including web-streaming, photos, audio-visual recording) are necessary for the management and functioning of the Commission, as mandated by the Treaties. Those provisions are in particular, Article 11 of the Treaty on European Union and Article 15 of the Treaty on the Functioning of the European Union. In particular, they are necessary to support the implementation of the Once-Only Technical System under the Single Digital Gateway (SDG) Regulation actions in the area of European Digital Government Ecosystem (EDGES), in line with the Digital Europe Work Programme ⁽²⁾. Consequently, those processing operations are lawful under Article 5(1)(a) of Regulation (EU) 2018/1725 (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).

The processing operations on personal data of the speakers for the meeting or event with whom a contract is concluded, are carried out in line with the contractual provisions. Consequently, that processing is necessary and lawful under Article 5(1)(c) of Regulation (EU) 2018/1725 (processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract).

Your consent is required for the following actions during the meeting or event (if applicable):

- the processing of your personal data relating to your dietary and/or access requirements;
- the sharing of the participants list containing your name and affiliation with other participants;
- the sharing of the attendee list containing your name and affiliation among participants, in order to create working groups to continue the collaborate work launched during the meeting or event;
- the processing of your personal data for inviting you to future events the data controller may organise;

⁽²⁾ Available here: <https://digital-strategy.ec.europa.eu/en/activities/work-programmes-digital>

- the processing of your personal data for managing your subscription to a newsletter or other mailing lists of the data controller;
- the processing of your personal data for assisting you with any follow-up activities related to the Once-Only Technical System or one or more DIGITAL Building Blocks ⁽³⁾;
- the creation of a Verifiable Credential and a digital wallet through the EU Verify service;
- for **speakers** only: the publication of certain personal data (such as your name, professional portrait photograph, biography, or contact details) in case you are a **speaker** at the meeting or event.

If you opt-in, you are giving us your explicit consent under Article 5(1)(d) of Regulation (EU) 2018/1725 to process your personal data for those specific purposes. You can give your consent via a clear affirmative act by ticking the box(es) on the online registration form.

Your consent for these purposes can be withdrawn at any time:

- for unsubscribing from the newsletter, please click on the unsubscribe button in any of our newsletters;
- for withdrawing consent that you have provided in order to benefit from other services, please contact the controller of the meeting at EC-OOTS-SUPPORT@ec.europa.eu.

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

The following personal data may be processed in the context of the meeting or event:

- contact details (function/title, first name, last name, name of organisation, city, country, e-mail address, telephone number);
- professional and/or educational background;
- information on the company/organisation and/or Member State you represent and your role in the meeting or event;
- nationality, passport or identity card number and its date of issue and expiry date, date of birth, name, surname, organisation you belong to, gender, may be collected, so that the data subjects may obtain access to the premises where the meeting or event is held;
- financial information (such as a payment card number or bank account) may be collected for the payment of fees of the meeting or event or for possible reimbursements;
- expressed interest in the Once-Only Technical System or one or more DIGITAL Building Blocks;
- personal data processed for audio-visual recording, films and photographs of the participants, speakers and organisers;
- dietary requests (if any) or specific access requirements;

⁽³⁾The “DIGITAL Building Blocks” are standards-based open and reusable digital solutions provided by the European Commission that can be reused by public authorities or private companies. The family of DIGITAL Building Blocks encompasses solutions such as eDelivery, eID, eSignature, eInvoicing, the European Blockchain Services Infrastructure (EBSI), and the Once-Only Technical System. More information on the DIGITAL Building Blocks is available [here](#).

- data used to create your Verifiable Credential and your digital wallet:
 - EU Login username, name, surname, email address, European Institution you are from (if applicable), the DG/Unit you work for (if applicable), collected from EU Login;
 - Private and public key, created through The Amazon Web Services Key Management Service ([AWS KMS](#)).
- For **speakers** only: professional portrait photograph and/or biography.

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. For each of the categories of personal data that may be processed, please find below the retention details and the reference to the relevant record of processing:

- Personal data related to the organisation and management of the meeting or event (this includes the information given during the registration, before, during or after the event) will be kept for **5 years** after the meeting or event.
- Sensitive personal data relating to dietary and/or access requirements will be deleted as soon as they are no longer necessary for the purpose for which they have been collected in the framework of the meeting or event, but no later than within **1 month** after the end of the meeting or event.
- Recordings from the web-streamed meeting or event will be kept for **2 years** before being deleted. More information is available in the Record of Processing DPR-EC-00306 (Web-streaming of Commission events).
- Audio-visual recordings that are important for supporting the use and reuse of the Once-Only Technical System by current and potential users will be kept for **5 years** after the meeting. All other audio-visual recordings will be kept for **3 months** after the webinar or event before being deleted. More information is available in the Record of Processing DPR-EC-01937 (Audio-visual recording of meetings).
- Personal data shared with the Directorate-General for Human Resources and Security of the European Commission for the participants to gain access to Commission buildings is kept for **6 months** after the termination of the link between the data subject and the Commission. More information is available in the Record of Processing DPR-EC-00655 (Commission Physical Access Control System (PACS)).
- Personal data shared with the controller for future mailing purposes (e.g., for receiving newsletters or invitations to similar events) are processed in line with the Record of Processing DPR-EC-03928 (Management of subscriptions to receive information) and the specific privacy statement prepared by the organising Commission service.
- Selected service providers for organisational purposes (such as caterers, travel agents or event management organisations) are contractually bound to process personal data on behalf of and in line with the instructions of the data controller, keep confidential any data they process and protect it from unauthorised access, use and retention.
- Personal data stored by EU Verify will be deleted **1 month** after the end of the event. Personal data stored on AWS will be permanently deleted either upon your request or after **5 years of inactivity** (5 years after the last time you have accessed your account using your credentials). Please note that after this personal data has been deleted, you will no longer be able to access your digital wallet or any credentials stored therein.

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, with the exception of data stored in the context of creating your Verifiable Credential and your digital wallet, which is stored on AWS servers located in Europe, specifically in the following regions:

- eu-west-1 – Ireland
- eu-west-3 – Paris
- eu-north-1 – Stockholm
- eu-central-1 – Frankfurt.

All processing operations are carried out pursuant to [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

For certain events, the Commission may use processors (contractors) to support the management and organisation of the meeting or event. The Commission's processors (contractors) are bound by a specific contractual clause for any processing operations of your personal data on behalf of the Commission, and by the confidentiality obligations deriving from the General Data Protection Regulation ('GDPR' - Regulation (EU) 2016/679). The processors have to put in place appropriate technical and organisational measures to ensure the level of security, required by the Commission.

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 for the purposes of this processing operation.

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

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to other authorised Commission staff according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

The Amazon Web Services Key Management Service ([AWS KMS](#)) has access to the alias (EU Login username) that is used to generate the key pair for the creation of your digital wallet, to which the Verifiable credential will be issued. Amazon only stores your public and private key as well as your alias as part of the AWS KMS service and does not store any other personal data you provided for creating your credential. The public and private keys are only accessible and can be decrypted by the owner of the keys (the user). AWS will not access or use, or disclose to any third party, any personal data, except as necessary to maintain or provide the Services, or as necessary to comply with the law or a valid and binding order of a governmental body (such as a subpoena or court order). AWS restricts its personnel from processing personal data without authorization by AWS.

AWS may use sub-processors to provide processing activities on personal data. This list of AWS Sub-processors can be found [here](#). Where AWS authorizes a Sub-processor, AWS will restrict the Sub-processor's access to personal data only to what is necessary to provide or maintain the Services.

AWS shall only disclose the personal data to a third party on documented instructions from the data controller.

Certain personal data of speakers (such as names, contact details, biography or a professional portrait photograph) may be published based on consent (Article 5(1)(d) of Regulation (EU) 2018/1725).

Where necessary, we may also share your information with service providers for the purpose of organising the event, in particular for the activities related to the promotion of the event or provision of catering services. All personal data of this processing is stored on the servers located on the territory of the EU.

Cookies

Cookies are short text files stored on a user's device (such as a computer, tablet or phone) by a website. Cookies are used for the technical functioning of a website (functional cookies) or for gathering statistics (analytical cookies).

The processing of personal data by [Once-Only Hub](#) is covered by the cookie policy of the Commission, available here: https://commission.europa.eu/cookies-policy_en and by the privacy policy for the EC-managed websites, available here: https://commission.europa.eu/privacy-policy-websites-managed-european-commission_en.

Registration for the meeting may take place via a Commission website (such as [Newsroom](#)) or via a European Commission tool EUSurvey ([DPR-EC-01488](#)). The cookies employed by the Commission on the registrant's device for that purpose will be covered by the cookie policy of the Commission, which is available here: https://commission.europa.eu/cookies-policy_en.

The collection, aggregation and anonymising operations are performed in the data centre of the European Commission under adequate security measures.

Cookies are stored by Europa Analytics, the corporate service which measures the effectiveness and efficiency of the European Commission's websites within the Europa.eu domain. More information is available in the Record of Processing [DPR-EC-00083](#) (Processing of personal data on European Commission web sites (within the Europa.eu domain), including IP addresses, by visitors of the publicly available websites).

Third party IT tools, including Social Media

We may use third party IT tools to inform about and promote the meeting or event through widely used communication channels, including the social media. For detailed information about the use of social media by the European Commission, see the Record of Processing [DPR-EC-00073](#) (Social Media Use by the European Commission).

You may be able to watch our videos, which may be also uploaded to one of our social media pages and follow links from our website to other relevant social media.

In order to protect your privacy, our use of third-party IT tools to connect to those services does not set cookies when our website pages are loaded on your computer (or other devices), nor are you immediately redirected to those social media or other websites. Only in the event that you click on a button or "play" on a video to watch it, a cookie of the social media company concerned will be installed on your device. If you do not click on any social media buttons or videos, no cookies will be installed on your device by third parties.

In order to view such third-party content on our websites, a message will alert you that you need to accept those third parties' specific Terms and Conditions, including their cookie policies, over which the Commission has no control.

We recommend that users carefully read the relevant privacy policies of the social media tools

that may be used: X ([privacy policy](#)), Facebook ([privacy policy](#)), LinkedIn ([privacy policy](#)), Instagram ([privacy policy](#)) and YouTube ([privacy policy](#)). These explain each company's policy of personal data collection and further processing, their use of data, users' rights and the ways in which users can protect their privacy when using those services.

Please note that this meeting or event may be held using a third-party videoconference IT service such as Microsoft Skype for Business, Microsoft Teams or Cisco Webex. These IT tools have their own cookies and privacy policies (available here: Skype for Business Commission [Record DPR-EC-2548](#) and [Microsoft Privacy Policy](#); Microsoft Teams Commission Record [DPR-EC-4966](#) and Microsoft [Privacy Policy](#); Cisco Webex Meetings Commission [Record DPR-EC-05006](#) and Microsoft [Privacy Policy](#)) over which the Commission has a limited or no control. By participating into the meeting or event via a videoconference IT tool, the participants consent to the processing of their personal data via the third-party tool as described in the related privacy policy.

Please note that during certain meetings or events, in particular [Projectathons](#), you may be asked to create an account in and connect to the “[Gazelle](#)” platform, which has its own [privacy policy](#). By participating into the meeting or event using Gazelle, the participants consent to the processing of their personal data via the third-party tool as described in the related privacy policy.

Please note that during the meeting or event, you may be asked to connect to third party IT tools, such as the ones listed below, which have their own cookies and privacy policies, available here:

- Miro: [Privacy policy](#) and [cookies policy](#).
- Maze: [Privacy and cookie policy](#).
- Microsoft Forms: Microsoft Forms is part of the Microsoft Office 365 environment, which has its own cookies and privacy policy (available here: Microsoft Teams Commission Record [DPR-EC-4966](#) and Microsoft [Privacy Policy](#)).
- Sli.do: Record of processing [DPR-EC-06687](#) and [privacy policy](#).
- Kahoot: [Privacy policy](#) and [cookie notice](#).

The Commission has limited or no control over these third-party tools. By connecting to these tools during the meeting or event, the participants consent to the processing of their personal data via a third-party IT tool as described in the related privacy policy.

The use of a third-party IT tool does not in any way imply that the European Commission endorses them or their privacy policies. In the event that one or more third party IT tools are occasionally unavailable, we accept no responsibility for lack of service due to their downtime.

International transfers

When using the third-party IT tools “Miro” or “Maze”, your personal data may be transferred to a third country (US) in accordance with Regulation (EU) 2018/1725, based on [the Commission Implementing Decision on the adequate level of protection of personal data under the EU-US Data Privacy Framework](#) (Article 47 of Regulation (EU) 2018/1725).

When using a third-party IT tool “Kahoot”, your personal data may be transferred to third countries in accordance with Regulation (EU) 2018/1725, based on the adequacy decisions indicated below (Article 47 of Regulation (EU) 2018/1725):

- US, based on [the Commission Implementing Decision on the adequate level of protection of personal data under the EU-US Data Privacy Framework](#);
- Canada, based on [2002/2/EC: Commission Decision of 20 December 2001 pursuant to Directive 95/46/EC of the European Parliament and of the Council on the adequate protection of personal data provided by the Canadian Personal Information Protection and Electronic Documents Act \(notified under document number C\(2001\) 4539\)](#).

The data collected by AWS will not be transferred from the selected Regions (eu-west-1 – Ireland; eu-west-3 – Paris; eu-north-1 – Stockholm; eu-central-1 – Frankfurt) except as necessary to provide the Services initiated by the European Commission, or as necessary to comply with the law or valid and binding order of a governmental body.

Please note that pursuant to Article 3(13) of Regulation (EU) 2018/1725 public authorities (e.g. Court of Auditors, EU Court of Justice) which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients. The further processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

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.

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.

Participants that do not wish to be part of the above-mentioned web-streaming and/or recording/publishing activities have the possibility to object to processing by sending an e-mail to the organiser prior to the event. In case of physical meeting participation, data subjects may be offered the opportunity to sitting in back rows that are not recorded/photographed, wearing special badges, attending the meeting in a separate room without web-streaming, or other options, depending on the circumstances of the particular meeting. In case of remote meeting participation, data subjects have the possibility to object to processing by turning off their camera, muting themselves, removing any personal information from their username when accessing third party videoconference IT services, and not participating in the chat.

Insofar as you have consented to provide your personal data to the data controller for the present processing operation, you can withdraw your consent at any time by sending an email to EC-OOTS-SUPPORT@ec.europa.eu. The withdrawal of your consent will not affect the lawfulness of the processing carried out before you have withdrawn the consent.

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, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs, Unit G.3 – Digital transformation of industry, at EC-OOTS-SUPPORT@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 European 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-23968.