



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: *Once-Only Technical System - Implementers Café Series (2022-2023)*

- Implementers Café #1: “Once-Only Technical System Guidance & Projectathon Introduction” (November 2022)
- Implementers Café #2: “eDelivery & Projectathon Process” (December 2022)
- Implementers Café #3: “eID, eDelivery & Projectathon Preparation” (January 2023)
- Implementers Café #4: “Preview area & Projectathon Preparation” (April 2023)
- Implementers Café #5: “Common Services Admin App & Projectathon Preparation” (May 2023)
- Implementers Café #6: “Open Discussion” (July 2023)
- Implementers Café #7: “Open Discussion” (August 2023)
- Implementers Café #8: “Onboarding to Production” (November 2023)
- Implementers Café #9: “Onboarding to Production” (December 2023)

Data Controller: European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROW), Unit G.3

Record reference: [DPR-EC-01063](#)

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1. Introduction

The European Commission is committed to protecting your personal data and to respecting 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 '*Once-Only Technical System - Implementers Café Series (2022-2023)*'. 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 processing operation '*Once-Only Technical System - Implementers Café Series (2022-2023)*', undertaken by the European Commission, DG GROW, Unit G.3 (as lead Unit), and European Commission, DG CNECT, Unit H.4, is presented below.

The objective of this event series is to assist stakeholders in the implementation of the [Once-Only Technical System](#) by providing comprehensive information about the Once-Only Technical System architecture, its key components and the Common Services provided by the Commission.

Implementers Cafés have a thematic approach to prepare and check the Member States' readiness for the different aspects of the Once-Only Technical System implementation and the Projectathon process.

A Projectathon is a multi-day, in person event, where Member States pair-up with as many other participants as possible to run tests using different actors, roles and testable profiles to check their status of the implementation of the Once-Only Technical System. The processing of personal data during the Projectathon will be specified in a separate specific privacy statement for that event.

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

Purpose of the processing operation: Unit G.3, DG GROW collects and further processes your personal data to provide you with information about the series of events (before, during and after) that we organise under the [Digital Europe Programme](#) (DIGITAL) and to process your application for participation in those events. We also collect and process your personal data to assist you with any follow-up activities related to the Once-Only Technical System, the Common Services provided by the Commission necessary for the proper execution of the evidence exchange process (i.e., Data Service Directory, Evidence Broker and Semantic Repository) or one or more Digital [Building Blocks](#) used in the context of the Once-Only Technical System. The Member States will use the [eID building block](#) to authenticate users from different countries, and the [eDelivery building block](#) for the automated cross-border sharing of data (legally referred to as "evidence").

Live web-streaming and audio-visual recording at the series of events of the speakers, organisers and participants will be taken. During the series, the organiser will be recording the speakers, including

any question-and-answer sessions or panel discussions. You will be informed by an alert on your screen when the recording is taking place.

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 turning off their camera, muting themselves and not participating in the chat.

During the event series, participants will be asked to take part in polls or quizzes or to give ideas or ask questions to the organisers. Personal data will be collected through the polling tool Sli.do, which has a specific privacy record [DPR-EC-06687](#).

Your name will also be linked to the answer you give which will be shown on the main screen during the event series. The organiser may use this information to collect ideas and ensure that all questions will be followed up after the meeting.

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 event series (including web-streaming, audio-visual recording, the use of video conferencing services) are a part of the Once-Only Technical System activity based on Regulation (EU) No 2021/694 establishing the Digital Europe Programme and 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. 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).

More specifically, the objective of all processing activities related to Webex is to support the management and the functioning of the European Commission, by adjusting the internal mechanisms and management systems to the new technological environment and advancements, by providing to EC Staff the necessary means and tools to perform their daily tasks and by organizing EC's operations according to the principles of sound financial management. Article 33.1 (a)(b) and (c) of the Regulation 2018/1046 that refers to the performance and principles of economy, efficiency and effectiveness is also applicable here. The use of Webex conferencing services are also in line with the EC's Digital Strategy 2018 for a modern and digital working environment, including unified communication with advanced video-conferencing.

Your consent is required for:

- managing your subscription to this event;
- providing you with information about the benefits of the Once-Only Technical System, Digital Building Blocks and related Common Services provided by the Commission, e.g., in the form of a newsletter;
- assisting you with any follow-up activities related to the Once-Only Technical System, the Common Services provided by the European Commission, or one or more Digital Building Blocks used in the context of the Once-Only Technical System;
- the processing of your personal data for inviting you to future events the data controller may organise;
- the processing of your personal data to participate in online polls, sharing of questions or ideas or quizzes during the events using the audience participation tool, Sli.do.

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 services 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 event series at *EC-OOTS@ec.europa.eu*.

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| 4. Which personal data do we collect and further process? |
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The following personal data will be processed:

- contact details (function/title, first name, last name, name of organisation, city, country, e-mail address), voice and video imaging.
- the following categories of personal data of the participants may be collected: Participant identifiers; Conference Content (available to participants only at Conference duration); Participants' names list (available to participants only at Conference duration); Session identifier (determined by the system, only on anonymised reports); Date of session (determined by user decision, only on anonymised reports)] and audio-visual recordings. In case of web streaming or recording, your photograph image is also considered as personal data. For videoconferencing we use Webex ([DPR-EC-05006](#)).
- expressed interest in the Once-Only Technical System, the Common Services provided by the European Commission, or one or more Digital Building Blocks used in the context of the Once-Only Technical System.
- you can also voluntarily provide your phone number if you wish to be contacted via phone.

5. How long do we keep your personal data?

Unit G.3, GROW, and Unit H.4, CNECT, only keep 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 is 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 this event (this includes the information given during the registration, before, during or after the event series) will be deleted **one year** after the last action in relation to this event, unless the data subject has provided consent for longer period (see below).
- All personal data related to the organisation and management of this event (this includes the information given during the registration, before, during or after the webinar) will be deleted **5 years** after the last action in relation to the webinars.
- Recordings from the web-streamed event series will be kept for **2 years** before being deleted.
- In case of audio-visual recording of the event series, the recordings will be kept for **2 years** to support the use and reuse of the Once-Only Technical System by current and potential new users.
- 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. Data will be kept until the data subject unsubscribes from the mailing list.
- When using third party IT services during a virtual conference or event, the European Commission keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for the duration of the conference and for an additional period of up to 5 years in an anonymised format (Conference identifier, start time and duration). You can find more information on the processing of personal data by Webex in the respective Record of Processing DPR-EC-05006. The content of the video/audio conference (documents, links, files etc) will be deleted after the termination of each session.
- Personal data used to enable participants to connect to Sli.do during the event series is kept for the time necessary to fulfil the purpose of collection or further processing, namely for the length of the on-line event series. More information is available in the Record of Processing [DPR-EC-06687](#) (Slido - Audience Interaction Software).

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 [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European 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 (including intra-muros consultants) according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

The processors of data are DG DIGIT Unit D.3 and its contractors. All personal data of this processing is stored on the servers located on the territory of the EU.

Third Party IT Tools during Video Conferencing

Please note that as this is a virtual meeting, a third-party IT service will be used to run the meetings.

When using third party IT services during a virtual conference or event, the European Commission keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for the duration of the conference and for an additional period of up to 5 years in an anonymised format (Conference identifier, start time and duration).

The content of the video/audio conferences (documents, links, files etc.) will be deleted after the termination of the session.

The following categories of personal data of the participants are collected:

- Participant identifier (mainly email address, but potentially some other parameters)
- Conference Content (available to participants only at Conference duration)
- Participants’ names list (available to participants only at Conference duration)
- Session identifier (determined by the system, only on anonymised reports)
- Date of session (determined by user decision, only on anonymised reports)
- Duration of the session (determined by user decision, only on anonymised reports)
- Audio-visual recordings
- Photograph image

The main recipient of the personal data is the conference’s organiser who should identify the external participants. The organiser, by service definition, is part of EC staff. Participants are recipients as well of the contents during the duration of the sessions. The main organiser can take the decision of a local meeting recording, in such scenario a recording alert is shown to all participants.

Sli.do is a tool that allows audience interactive participation during either on-line or live meetings or conferences. The audience can ask questions, respond to polls, take part in quizzes during a webinar or live event. The tool can be used with any of the Commission's audio-conference tools for on-line events.

In order to reply to questions, event participants can scan a QR code or log into the Sli.do website and enter the conference code. The replies can be anonymous or linked to a person's name depending on the event or meeting. The processing of personal data is to ensure that participants have been able to connect to the software and they are able to reply to the questions only once.

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 registration for the event takes place 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://ec.europa.eu/info/cookies_en.

When you visit the website(s) of our event and when you register, we will keep the browser history of your visit for a maximum of 3 days. This information will then be deleted. 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).

Enabling these cookies is not strictly necessary for the website to work but it will provide you with a better browsing experience. You can delete or block these cookies, but if you do that, some features of the meeting/event website may not work as intended.

The cookie-related information is not used to identify data subjects personally and the pattern data is fully under the Commission's control. These cookies are not used for any purpose other than those described here.

Should you wish to opt your personal data out of our anonymised, aggregated statistics, you can do so on our cookies page. In particular, you can control and/or delete those cookies as you wish.

Third party IT tools, including Social Media

We use third party IT tools to inform about and promote the event through widely used communication channels, including the social media. You can follow links from our website to Twitter, Youtube and Facebook. 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 if 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 read the relevant privacy policies of Webex (Record of Processing [DPR-EC-05006](#)) and Sli.do (Record of Processing [DPR-EC-06687](#)) carefully before using them. 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. More detailed information on the data processed by the third-party IT tools may be found in the Annex A of this document.

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

International data transfers may take place when using a third party IT tool Webex, based on the Record of Processing [DPR-EC-05006](#), in accordance with Regulation (EU) 2018/1725.

Unit G.3, GROW, and Unit H.4, CNECT, will transfer your personal data to the following recipients in a third country (United Kingdom) in accordance with Regulation (EU) 2018/1725 on the basis of Article 47 of Regulation (EU) 2018/1725 and [Commission implementing decision of 28.06.2021](#) pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council on the adequate protection of personal data by the United Kingdom.

Category of Personal Data Datacentre Location:

- Registration Information
 - o Germany (AWS), The Netherlands, the United Kingdom
- Host and Usage Information
 - o Germany (AWS), The Netherlands, the United Kingdom.
- User-Generated Information
 - o Germany (AWS), The Netherlands, the United Kingdom

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 recording/publishing activities have the possibility to object to processing by turning off their camera, muting themselves and not participating in the chat.

For those processing of personal data for which you have given consent (see Heading 3 above), you can withdraw your consent at any time by sending an email to EC-OOTS@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 (DG GROW), Unit G.3 (EC-OOTS@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-01063](#).

ANNEX A: THIRD PARTY IT TOOLS

| CISCO WEBEX | |
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| <p>More information on the data processed for the operation of the service can be found in DPR-EC-05006</p> | |
| <p>CATEGORIES OF PERSONAL DATA PROCESSED</p> | <p>-Host and Usage Information: IP Address, User Agent Identifier, Hardware Type, Operating System Type and Version, Client Version, IP Addresses Along the Network Path, MAC Address of endpoint (as Applicable), Service Version, Actions Taken, Meeting Session Information (title, date and time, frequency, average and actual duration, quantity, quality, network activity, and network connectivity), Number of Meetings, Number of Screen-Sharing and Non- Screen-Sharing Sessions, Number of Participants, Host Name, Screen Resolution, Join Method, Performance, Troubleshooting, and Diagnostics Information</p> <p>- Invoicing information (subset of previous category): Host Name, Conference URL, Conference Time and Duration</p> <p>-Host Registration Information: Name/Surname, Email Address, Password (hashed version only), Public IP Address, Browser, Phone Number (Optional), Mailing Address (Optional), Avatar (Optional), Billing Information</p> <p>-User-generated Information: Meeting and Call Recordings (only local by Organizer) –optional data, Uploaded Files – optional data</p> <p>-TAC Support Information: Name/Surname of the Employee Appointed to Open the Service Request, Email address of the Employee Appointed to Open the Service Request, Phone Number of the Employee Appointed to Open the Service Request, Authentication Information (excluding passwords), Information about the Condition of the System (if applicable), Registry Data About Software</p> |

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| | Installations and Hardware Configurations (if applicable), Error-Tracking Files (if applicable) |
| RETENTION PERIOD | <p>-Host and Usage Information: 3 years from when the Service is terminated in a pseudonymised format.</p> <p>-Invoicing information: up to 7 years maximum</p> <p>-Host Registration Information:</p> <ul style="list-style-type: none"> • 7 years after contract termination • On User-request by sending a request to privacy@cisco.com or opening a TAC service request <p>-User-generated Information: Meeting duration (unless local recording by the meeting host takes place)</p> <p>-TAC Support Information: Up to 10 years or on User-request by sending a request to privacy@cisco.com or opening a TAC service request</p> <p>-The chat exchanges between participants are never retained after the termination of the conference.</p> <p>-The list of participants' names is available for each participant for the duration of the conference</p> <p>-If not recorded or otherwise stored, the content of the video/audio conference (documents, links, files etc.) will be deleted after the termination of the session.</p> |
| STORAGE LOCATION (including International data transfers) | <p>All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the European Commission.</p> <p>Personal data will also be transferred to third countries below:</p> <p>-Registration Information: Germany (AWS), The Netherlands, the United Kingdom</p> <p>-Host and Usage Information: Germany (AWS), The Netherlands, the United Kingdom</p> <p>-User-Generated Information: Germany (AWS), The Netherlands, the United Kingdom</p> |
| THIRD PARTY CONTRACTOR | CISCO International Limited, 1 Callaghan Square Cardiff, CF10 5BT |

