



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

Processing operation: Targeted consultation in the context of the Once-Only Technical System (“Once-Only Forums”)

Controller: European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs, Unit G3 Digital transformation of industry (hereinafter “DG GROW Unit G.3” or “the Data Controller”)

Data Processors: NTT DATA BELGIUM Private Company (SPRL) - Rue de Spa 8, 1000 Brussels, Belgium

Record reference: DPR-EC-01011

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. 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.

This privacy statement concerns the processing operation ‘Targeted consultation in the context of the Once-Only Technical System (“Once-Only Forums”)', undertaken by the Commission Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROW), Unit G3 Digital transformation of industry, as presented below.

The European Commission will involve the following external company (processor) for conducting the targeted consultation: NTT DATA BELGIUM Private Company (SPRL) - Rue de Spa 8, 1000 Brussels, Belgium.

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

Purpose of the processing operation: The Commission collects and uses your personal information within the framework of targeted consultation activities to obtain your views on a specific initiative, policy or intervention.

You are being contacted by DG GROW, Unit G.3, or NTT DATA BELGIUM since DG GROW, Unit G.3, or NTT DATA BELGIUM has concluded that your views are relevant and necessary to inform the development of the Once-Only Technical System (hereafter “OOTS”) concerned by the targeted consultation.

This targeted consultation will take place in the format of the “Once-Only Forums”. This series of participatory online and onsite focus groups and forums enables EU citizens and representatives of Small and Medium Enterprises (SMEs) (including the representatives of SME organisations at pan-European, national, regional and local level) to provide feedback on selected online cross-border procedures, help identify cost savings that the Once-Only Technical System will bring and offer recommendations for improvement.

DG GROW, Unit G.3, or NTT DATA BELGIUM collects and process your personal data since you provided them when completing the online registration form for the present targeted consultation. You thus gave your consent to be part of a mailing list to be contacted in the context of the present targeted consultation by the Commission. The purpose of this mailing list is to collect the contact details of EU citizens and representatives of SMEs who expressed their interest in participating in the ‘Once-Only Forums’ initiative. You can unsubscribe from the mailing list at any time by notifying the data controller by email at EU-OnceOnlyForum@ec.europa.eu.

More specifically, the processing operation concerns the following processing activities and purposes: to obtain the views of the respondents of a targeted consultation activity for the design, evaluation and revision of policies, initiatives, and interventions. It is indispensable for the Commission to receive input and views from those who are considered to be concerned by the policy, initiative or intervention in order to design, evaluate and revise initiatives.

For reasons of transparency and openness your views will, in principle, be published on Europa websites, such as the Once-Only Hub¹, and on widely used communication channels, including social media², in the form of summary reports and/or articles. Your identity will not be included in these summary reports, including the final summary report, or the published articles. Photos

¹ Available here: <https://ec.europa.eu/once-only-hub>

² https://twitter.com/EU_DIGIT, <https://twitter.com/YourEuropeEU>, <https://www.facebook.com/YourEurope>, <https://www.instagram.com/youreurope/>, https://twitter.com/EU_Growth, <https://www.facebook.com/EU.Growth>, https://www.instagram.com/eu_growth/

and videos taken during the targeted consultation may be included in these reports and/or articles. Insofar as these photos and videos include your image, they will only be published subject to your explicit consent, as explained below.

In addition to your participation in this targeted consultation, you can choose to give a testimonial about your views on the Once-Only Technical System. These testimonials will be published together with your identity on Europa websites, such as the Once-Only Hub, and on widely used communication channels, including the social media channels listed above. Your testimonial, together with your identity, will only be published subject to your explicit consent.

To avoid misuse, anonymous contributions to the Commission may not be accepted, regardless of whether you consent to the publication of your identity together with your contribution.

Registration to the targeted consultation takes place via the Commission's online questionnaire tool EUSurvey. For further information, please refer to the [privacy statement](#) of 'EU Survey' as well as the processing operation 'EUSurvey' (reference number: [DPR-EC-01488](#)).

You can participate physically or remotely in this targeted consultation, depending on the type and date of the event. In case of remote participation, this consultation may take place using a third-party videoconference IT service Cisco Webex and/or Microsoft Teams, which processes personal data. Please read section 7 below for more information.

In the context of this consultation activity, you will be photographed and/or recorded (audio/video). This is necessary to facilitate the sharing of views and opinions expressed by participants in the targeted consultation among the general public, and to promote the use of the Once-Only Technical System and thereby facilitate the further development of the Once-Only Technical System. The recordings will be published on Europa websites, such as the Once-Only Hub, and on widely used communication channels, including the social media channels listed above. The photos and video recordings will only be published subject to your explicit consent. You can withdraw your consent at any time by notifying the data controller at EU-OnceOnlyForum@ec.europa.eu.

The subject matter of this consultation activity may require you to provide personal data in your response that may identify or make you identifiable. These personal data will only be published subject to your explicit consent. It is your responsibility if you opt for confidentiality of your personal data to avoid any reference in your submission or contribution itself that would reveal your identity.

During this targeted consultation, you may be asked to connect to the following third party IT tools which process personal data. Please read section 7 below for more information on how your personal data is processed through these tools.

- [Miro](#): You may be asked to connect to Miro in order to take part in user journey definitions and share your ideas and perspectives related to the Once-Only Technical System. This would be done through a Miro template, designed in advance by the Once-Only Forums team, where you would be asked to provide input based on your experience.
- [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](#).

- [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](#).

Answers and information collected through these tools may be linked to your name, with the purpose of identifying your inputs from the moment you applied to participate in the Forums until their closure, in order to analyse your experience to provide meaningful insights for the improvement of the Once-Only Technical System. All personal data you provide through these tools will be deleted after the closure of the Once-Only Forums initiative. Information collected through these tools may also be published in an aggregated and anonymised format as part of the event report and/or articles. Your identity will not be published together with this information.

The personal data processed may be reused for the purpose of procedures before the EU Courts, national courts, the European Ombudsman or the European Court of Auditor.

NTT DATA BELGIUM undertakes the responsibility to comply with data protection regulations and in particular with EU regulation 2016/678 of the European Parliament and Council of 27 April 2016 (General Data Protection Regulation) and Regulation (EU) 2018/1725 for the protection of personal data by EU Institutions, agencies, and Bodies.

NTT DATA BELGIUM acts as data processors for the duration of its contract with the European Commission and will delete personal data of the participants at the request of the data controller without undue delay.

- NTT DATA BELGIUM undertakes to process personal data for the purpose of delivering the services to prepare (e.g., registration, selection of participants, communication with participants), conduct (e.g., organisation of focus groups and forums) and follow-up after the targeted consultation (e.g., follow-up with participants, publication of the consultations' outcomes on selected channels) and in line with the controllers' documented instructions.

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, because:

(a) processing is necessary for the performance of a task carried out in the public interest;

(b) it is based on your consent, for one or more specified purposes:

- The publication of testimonials you give together with your identity;
- Publication of photos, audio or video recordings;
- If the subject matter of a targeted consultation requires respondents to provide personal data in their response that make the data subject identifiable, their publication;
- To be contacted by the Commission for the present consultation;
- To be contacted for future consultations in relation to the Once-Only Technical System;
- The processing of your personal data relating to your access requirements, in order to participate physically in the targeted consultation;
- Assisting you with any follow-up activities related to the Once-Only Technical System;
- Processing of your personal data for inviting you to future events the data controller may organise in relation to the Once-Only Technical System;

- Processing of your personal data for managing your subscription to a newsletter of the data controller;
- The processing of your personal data to participate in online polls, sharing of questions or ideas or quizzes during the meeting or event 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 to benefit from other services, please contact the data controller by email at EU-OnceOnlyForum@ec.europa.eu.

The Union law which is the basis for the processing based on Article 5(1)(a) of Regulation (EU) 2018/1725 is the Treaty of the European Union, and more specifically its Articles 1 and 11, Article 298 of the Treaty on the Functioning of the European Union, read in conjunction with Recital 22 of Regulation (EU) 2018/1725), as well as the Protocol 2 on the application of the principles of subsidiarity and proportionality.

In particular, the targeted consultation activities 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 Programme³. 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).

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

In order to carry out this processing operation DG GROW, Unit G.3, or NTT DATA BELGIUM collect the following categories of personal data:

- contact details (first name(s), last name, email address, telephone number);
- biographical information (such as age, gender);
- information on the organisation you represent and your role in this organisation (only applicable for the representatives of SMEs);
- information on your educational background, where relevant;
- information on your professional background, where relevant;
- motivation for joining a forum and/or focus group;
- nationality, passport or identity card number and its date of issue and expiry date may be collected, so that you may obtain access to the premises where the Once-Only focus groups or forums are held (only applicable in case of physical participation);
- the following categories of personal data of the participants may be collected for the use of Webex: 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

³ Available here: <https://digital-strategy.ec.europa.eu/en/activities/work-programmes-digital>

anonymised reports)] and audio-visual recordings. For videoconferencing we use Webex (you can find more information on their processing of personal data in the relevant record [DPR-EC-05006.3](#));

- specific access requirements;
- personal data included in the response or contribution to the targeted consultation activity, including (personal) opinions;
- photos, audio/video recording.

Furthermore, you may spontaneously provide other, non-requested personal data in the context of your reply to the targeted consultation.

Please note that the Data Controller does not request nor expect that data subjects provide any special categories of data under Article 10(1) of Regulation 2018/1725 (that is “personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation”) related to themselves or to third persons in their contributions to the targeted consultation activity. Any spontaneous inclusion of these types of personal data is the responsibility of the data subject and by including any of these types of data the data subject is considered to provide his/her explicit consent to the processing, in accordance with Article 10(2)(a) of Regulation 2018/1725.

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, namely for a maximum of **five years** after the closure of the file to which the present targeted consultation belongs. A file is closed at the latest once there has been a final outcome in relation to the initiative to which the targeted consultation contributed.

This administrative retention period of five years is based on the retention policy of European Commission documents and files (and the personal data contained in them), governed by the common Commission-level retention list for European Commission files [SEC\(2019\)900](#). It is a regulatory document in the form of a retention schedule that establishes the retention periods for different types of European Commission files. That list has been notified to the European Data Protection Supervisor.

The administrative retention period is the period during which the Commission departments are required to keep a file depending on its usefulness for administrative purposes and the relevant statutory and legal obligations. This period begins to run from the time when the file is closed.

In accordance with the common Commission-level retention list, after the ‘administrative retention period’, files including (the outcome of) targeted consultations (and the personal data contained in them) can be transferred to the Historical Archives of the European Commission for historical purposes (for the processing operations concerning the Historical Archives, please see record of processing ‘Management and long-term preservation of the European Commission’s Archives’, registered under reference number [DPR-EC-00837](#)).

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)).

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 the session.

Personal data shared with the controller for future mailing purposes (e.g., for receiving invitations to future events in relation to OOTS) 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.

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 Commission or of its contractors. No personal data is transferred to third countries. 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 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.

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. The processors have to put in place appropriate technical and organisational measures to ensure the level of security, required by the Commission.

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 authorised staff according to the "need to know" principle, in particular to follow-up on the targeted consultation. Such staff abide by statutory, and when required, additional confidentiality agreements.

Certain personal data may be made public on a Europa website and on widely used communication channels, including social media, namely:

- any personal data on which you consented to their publication;
- personal data spontaneously provided by you in your contribution (without it being required by the targeted consultation).

Where necessary, we will also share your information with the service provider NTT DATA BELGIUM for the purposes of organising the Once-Only Forums. The service provider can be contacted via the following addresses:

- NTT DATA BELGIUM:
 - o Postal address: NTT DATA BELGIUM Private Company (SPRL) - Rue de Spa 8, 1000 Brussels, Belgium

- o E-mail: emeal.data.protection@nttdata.com

For more information on the privacy policy of NTT DATA BELGIUM, please refer to the relevant [privacy policy](#).

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 Once-Only Forum 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.

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).

Information about the cookie policies of the processor NTT DATA BELGIUM can be found below under the following link:

- NTT DATA BELGIUM: <https://www.nttdata.com/global/en/info/privacy-statement-for-gdpr>

Third Party IT tools, including Social Media

We use third party IT tools to inform about and promote the "Once-Only Forum" initiative through widely-used communication channels, including 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.

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 read the relevant privacy policies of the social media tools used: X ([privacy policy](#)), Facebook ([privacy policy](#)) or LinkedIn ([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 the targeted consultation may be held using a third party videoconference IT service such as Cisco Webex or Microsoft Teams. These IT tools have their own cookies and privacy policy (available here: Cisco Webex Meetings Commission Record [DPR-EC-05006](#) and Microsoft [Privacy Policy](#); Microsoft Teams Commission Record [DPR-EC-4966](#) and Microsoft [Privacy Policy](#);) over which the Commission has a limited or no control. By participating in the targeted consultation 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 the targeted consultation, you may be asked to connect to the following third party IT tools 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](#).

The Commission has limited or no control over these third party tools. By connecting to these tools during the targeted consultation, 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).

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. Under certain conditions, 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), on grounds relating to your particular situation.

Insofar you have consented to the certain processing of your personal data to the Data Controller for the present processing operation, you can withdraw your consent at any time by notifying the Data Controller. The withdrawal 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.

In accordance with Article 14(3) of Regulation (EU) 2018/1725, your request as a data subject will be handled within one month of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests. In such case you will be informed of the extension of the time limit, together with the reasons for the delay.

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 G3 Digital transformation of industry, at EU-OnceOnlyForum@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-01011.