



EUROPEAN COMMISSION
Publications Office of the European Union

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: EC Library user support services (Ask a Librarian and EC Library Chat)

Data Controller: Publications Office unit OP.A4, "Data, information and knowledge dissemination and preservation services"

Record reference: DPR-EC-19530

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.

The information in relation to processing operation "EC Library user support services (Ask a Librarian and EC Library Chat)" undertaken by unit OP.A4, "Data, information and knowledge dissemination and preservation services" of the Publications Office of the European Union is presented below.

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

Purpose of the processing operation: Unit OP.A4, "Data, information and knowledge dissemination and preservation services" of the Publications Office collects and uses your personal information to give you access to any of the EC Library user support services (Ask a Librarian and EC Library Chat).

As a registered user of 'Ask a Librarian' you can ask library-related questions. Your questions and answers may be retained, in anonymised form, in the EC Library list of Frequently Asked Questions (FAQ).

As a registered user of the EC Library Chat you may ask a librarian questions in real time. Your questions and the answers of the librarians are retained until your questions are answered. They are not displayed publicly.

As a librarian, your personal data will be used to give you access to the backoffice functionalities of Ask a Librarian, EC Library Chat, and the linked system EC Library Guides (which currently does not process any user data).

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

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

We process your personal data, because:

- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body;

and

- as data subject, when creating a profile and logging in to use any of the EC Library user support services you express your explicit consent to the processing of your personal data for the relevant purpose.

Additional legal bases for the processing:

Mandate of the Publications Office, Decision 2009/496/EC, Euratom of the European Parliament, the Council, the Commission, the Court of Justice, the Court of Auditors, the European Economic and Social Committee and the Committee of the Regions of 26 June 2009 on the organisation and operation of the Publications Office of the European Union, especially Articles 6, 7 and 9.

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

In order to carry out this processing operation, provided by unit OP.A4, "Data, information and knowledge dissemination and preservation services" of the Publications Office, collects the following categories of personal data:

- Identity information: Email address (mandatory)

In addition, your questions to the library staff and/or any blog entry may reveal your personal interests and may therefore make you identifiable.

5. How long do we keep your personal data?

Unit OP.A4, "Data, information and knowledge dissemination and preservation services" of the Publications Office keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, in this case 12 months.

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

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

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures in place. 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 authorised staff according to the 'need to know' principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Your personal data will be stored on servers provided by the external contractor Springshare (Springshare LLC, 801 Brickell Ave, Floor 8, Miami, FL 33131-2951, USA). While the storage will remain on servers located within the European Union, the contractor's U.S. staff may in some cases access this server, including the personal data stored on it, for technical maintenance purposes. By expressing your consent to the EC Library user support services you explicitly consent to this possible transfer of your personal data outside the EU/EEA.

The information we collect will not be given to any other 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, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a).

You have consented to provide your personal data to Unit OP.A4, "Data, information and knowledge dissemination and preservation services" of the Publications Office 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.

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, unit OP.A4, "Data, information and knowledge dissemination and preservation services" of the Publications Office, OP-DIR-A-SECRETARIAT@publications.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-19530**.