



INFORMATION NOTICE

Handling of contact data related to email notifications

Purpose: The purpose of the processing operation is to required in order to inform interested parties (data subjects) on the activities of the Agency. Data subjects are registered in the Agency's Customer Relationship Management system following their request.

Data Controller: The Data Controller is primarily the Head of Department Communication and Outreach (COR), whose department is responsible for such communication activities.

Data Categories: The data stored are the: name, organisation, position, postal address, email address, telephones, fax, preferences related to preferred thematic areas on which the Agency undertakes activities. The CRM system also logs information where the data subjects received the emails or opened it. This is done to allow the Agency to collect statistical data on related email campaings.

Legal Basis: The Legal basis of the processing operation for which the data are intended are Articles 5 (a), (d) of Regulation 45/2001.

Access to the Data: Data can be accessed by the Head of the Department and a restricted number of the Agency's staff members who are delegated to this task.

Data Subjects are informed of the following rights in line with Articles 13, 14, 15 of Regulation 45/2001:

- **Right to access data** – data subjects have the right to access data at any moment of the procedure by sending an email request to the information@fra.europa.eu . Furthermore, the Agency launches on an annual basis an exercise offering data subjects the possibility to access their contact and modify it accordingly.
- **Right to rectify** – data subjects have the right to rectify their data at any moment of the procedure.
- **Right to object** – data subjects have the right to object at any moment. by sending an email request to the information@fra.europa.eu . Furthermore, the Agency launches on an annual basis an exercise offering data subjects the possibility to access their contact and modify it accordingly.
- **Right to block** – data subjects have the right to block their data at any moment by sending an email to the information@fra.europa.eu.
- **Right to have recourse** – data subjects have also the right to have recourse at any time to the European Data Protection Supervisor: <http://www.edps.europa.eu> .

If the data subjects have any queries concerning the processing of their personal data, they may address them to the Head of Department Communication and Outreach, the Data Controller by contacting the information@fra.europa.eu.



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Date when processing starts: The processing starts from the time the data subject requests to be included in the Agency's mailing list to receive any information relating to its activities.

Data storage: All data is stored in the Agency's CRM application hosted by the Agency. For better management, the Agency makes use of an external "cloud" service provider to better accommodate the needs of the Agency relating to mass emailing and statistical information. The external service provider is used as an intermediate to send the email. The collection of information regarding correct sending of the email and whether the recipient opened the email is stored in the CRM application hosted at FRA's premises.

The provider is making use of the Microsoft Azure cloud services which is compliant with the Safe Harbor provisions.

Retention policy: The contact information is kept until the data subject decides to unsubscribe from the CRM system.

Any tracking information is kept for a period of 5 + 1 years, where 5 is the reporting period for the evaluation of the Agency's performance as specified in the Agency's mandate.

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