

[Usability study for the FRA website](#)

The European Union Agency for Fundamental Rights (FRA or Agency) processes the personal data of a natural person in compliance with Regulation 2018/1725 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

This data protection notice explains FRA's policies and practices regarding its collection and use of your personal data and sets forth your privacy rights. We recognise that information privacy is an ongoing responsibility, and we will update this notice where necessary.

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1. Why do we collect personal data?

We collect personal data in order to carry out a usability study which will help us to evaluate and improve FRA website.

2. What kind of personal data does the Agency collect?

We will collect only the following personal data necessary for the processing operation described above.

(a) General personal data:

- Personal details – name, surname, age
- Contact details - email address
- Employment details - type of employer/organisation/user, position/function in the organisation
- Other
 - Cookies: When users are invited to participate in the study through a pop-up on the website, a cookie will be placed on their device. This ensures that users will not see the pop-up more than once.
 - Recording of image via camera, voice and screen activity to view user activity using FRA's enterprise [MS Teams](#) video conferencing and online meeting software of those users who have agreed to participate in a more detailed interview.

(b) Special categories of personal data:

- Data concerning racial or ethnic origin or religious beliefs may be incidentally revealed by the user during the video recording of the interview. By switching on their cameras, participants provide their consent to the incidental processing of such data.

3. How do we collect your personal data?

3a. Information you provide us

Users of the FRA website will be asked to participate in the usability study via a randomly appearing pop-up window on the website. If the user agrees to take part, they will be taken to an online survey form where they will be asked about their name, function, age and email address, as well as responses to questions about how they use the website. The data will be accessed by FRA and FRA's external contractor which will carry out the more in-depth part of the usability study involving interviews. FRA will invite via email some of the users who have completed the online survey to participate in an interview. The interviews will be carried out by the external contractor and screen activity will be recorded using MS Teams. A FRA staff member will be present to start the Teams meeting and the recording and will ensure that there are no technical problems with the screen share. The staff member will then leave the meeting before the actual interview starts. The recording of the interview will be stored on FRA's MS Teams account and will be sent via Fileshare to Eworx after each interview.

We will only collect this information if you have provided your consent by checking the two consent check boxes in the online survey <https://fra.europa.eu/en/help-us-make-fra-website-better-you> .

3b. Information we collect about you

When the user views the pop-up recruitment form, a cookie will be set by FRA to prevent repeat viewing of the pop-up. For the interviews, MS Teams is used and process your data as described in the FRA's MS 365 data protection notice "[Use of Microsoft 365](#)".

3c. Information we receive from other sources

None

4. Who is responsible for processing your personal data?

The Agency is the legal entity responsible for the processing of your personal data and determines the objective of this processing activity. The Head of Communications and Events Unit is responsible for this processing operation.

To carry out the usability testing, FRA has an external contractor (Eworx) which acts as processor for software development tasks. In addition, the FRA has an external contractor for web hosting (Sarenet) which also acts as processor.

5. Which is the legal basis for this processing operation?

The processing of your personal data is necessary for the management and functioning of the Agency, namely, to ensure the proper functioning of FRA's website. As part of its tasks, Article 4.1.(h) of FRA Founding Regulation (EC) No 168/2007 (amended by Regulation (EU) No 2022/555) states that FRA should develop a communication strategy in order to raise public awareness of fundamental rights and actively disseminate information about its work. Ensuring that the FRA website fits the needs of its target audience contributes to the achievement of this task. Therefore, the processing is lawful under Article 5.1.(a) of the Regulation (EU) No 2018/1725.

In addition, specific data subject to consent will be collected and stored. Therefore, the processing of the personal data is also in accordance with Article 5.1 (d) of Regulation (EU) No 2018/1725.

Data concerning racial or ethnic origin or religious beliefs may be incidentally revealed by the user during the video recording of the interview. By switching on their cameras, participants provide their consent to the incidental processing of such data. In this case, the processing of special categories of data is lawful on the basis of Article 10.2.(a) of Regulation (EU) No 2018/1725.

6. Who can see your data?

The data from the online survey form will be stored on the FRA website and can be accessed by a limited number of FRA staff members as well as by the external web development contractor, Eworx. The names, functions, and email addresses of some of the survey respondents will be sent via email to the interviewer from Eworx. As the web hosting contractor (Sarenet) has access to FRA's web servers they also have access to website data directly in the MySQL database.

7. Do we share your data with other organisations?

Personal data is processed by the Agency only. In case that we need to share your data with third parties, you will be notified to whom your personal data has been shared with.

8. Do we intend to transfer your personal data to Third Countries/International Organisations

No, we will not transfer your personal data.

9. When we will start the processing operation?

We will start the processing operation when the online survey collecting user data goes live in August or September 2023

10. How long do we keep your data?

Eworx will store the following data until the end of the relevant Specific Contract (30/11/2023):

- MS Teams interview recordings
- Email with list of interviewees

FRA will store the following data:

- MS Teams interview recordings for 6 months after the interviews
- Email with list of interviewees will be kept for 6 months after the end of the contract
- Cookie data on FRA website users' device to prevent repeated viewing of the pop-up will expire after 6 months

11. How can you control your data?

Under Regulation 2018/1725, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information. You are not required to pay any charges for exercising your rights except in cases where the requests are manifestly unfounded or excessive, in particular because of their repetitive character.

We will reply to your request without undue delay and in any event 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.

You can exercise your rights described below by sending an email request to webfeedback@fra.europa.eu.

11.1. The value of your consent

Since your participation is not mandatory, we need proof that you consented to the processing of your personal data. Consent will be collected via two checkboxes in the online survey. One checkbox asks you to give your consent to submitting the online survey. The other checkbox asks you to give your consent to participate in a one-to-one interview with Eworx via MS Teams. You have the right to withdraw your consent at any time, and we will delete your data or restrict its processing. All processing operations up until the withdrawal of consent will still be lawful.

11.2. Your data protection rights

a. Can you access your data?

You have the right to receive information on whether we process your personal data or not, the purposes of the processing, the categories of personal data concerned, any recipients to whom the personal data have been disclosed and their storage period. Furthermore, you can have access to such data, as well as obtain copies of your data undergoing processing.

b. Can you modify your data?

You have the right to ask us to rectify your data you think is inaccurate or incomplete at any time.

c. Can you restrict us from processing your data?

You have the right to restrict the processing of your personal data. If you do, we can no longer process them, but we can still store them. In some exceptional cases, we will still be able to use them (e.g. with your consent or for legal claims). You have this right in a few different situations: when you contest the accuracy of your personal data, when the Agency no longer needs the data for completing its tasks, when the processing activity is unlawful, and finally, when you have exercised your right to object.

d. Can you delete your data?

You have the right to ask us to delete your data when the personal data are no longer necessary for the purposes for which they were collected, when you have withdrawn your consent or when the processing activity is unlawful. In certain occasions we will have to erase your data in order to comply with a legal obligation to which we are subject.

We will notify to each recipient to whom your personal data have been disclosed of any rectification or erasure of personal data or restriction of processing carried out in accordance with the above rights unless this proves impossible or involves disproportionate effort from our side.

e. Are you entitled to data portability?

Data portability is a right guaranteed under Regulation 1725/2018 and consists in the right to have your personal data transmitted to you or directly to another controller of your choice.

In this case, this does not apply for two reasons: I) in order for this right to be guaranteed, the processing should be based on automated means, however we do not base our processing on any automated means; II) this processing operation is carried out in the public interest, which is an exception to the right to data portability in the Regulation.

f. Do you have the right to object?

When the legal base of the 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*” which is the case in most of our processing operations, you have the right to object to the processing. In case you object, we have to stop the processing of your personal data, unless we demonstrate a compelling reason that can override your objection.

g. Do we do automated decision making, including profiling?

No.

12. What security measures are taken to safeguard your personal data?

The Agency has several security controls in place to protect your personal data from unauthorised access, use or disclosure. We keep your data stored on our internal servers with limited access to a specified audience only. Organisational measures taken by FRA include a strict information security policy, control of access to electronically held information, data storage system, data management policy, training of FRA staff on data protection and confidentiality, data retention rules. The Agency’s technical measures comprise physical security, cybersecurity, a strict password policy, secure disposal, pseudonymisation and encryption, internet activity monitoring. In addition, FRA obliges data processors to apply corresponding security measures.

13. What can you do in the event of a problem?

a) The first step is to notify the Agency by sending an email to webfeedback@fra.europa.eu and ask us to take action.

b) The second step, if you obtain no reply from us or if you are not satisfied with it, contact our Data Protection Officer (DPO) at dpo@fra.europa.eu.

c) At any time you can lodge a complaint with the EDPS at <http://www.edps.europa.eu>, who will examine your request and adopt the necessary measures.

14. How do we update our data protection notice?

We keep our data protection notice under regular review to make sure it is up to date and accurate.

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