



## INFORMATION NOTE

The Agency would like to inform website users that personal data may be sent via the Clarity tool to a national non-judicial body if the body and user agree to send/accept data in this manner. In addition, personal data may also be stored in an email sent to a FRA email account if the user accepts to be contacted by the agency for follow-up purposes. Anonymised personal data is also collected via Cookies and stored on a FRA web server in order to analyse statistical information on tool usage.

- **Clarity tool personal data**

**Purpose:** The purpose of the collection of the processing of the personal data is

1. To help the user receive help with a fundamental rights problem directly from a national non-judicial body. In this case the body needs the contact details of the requesting user in order to contact the user.
2. To enable FRA staff to gain insight into fundamental rights issues people face in the EU. This data will be used for research purposes according to FRA founding regulation Article 4. For the same purpose, the user may give his/her explicit consent to enable FRA to follow-up within 6 months on how the complaint is resolved and whether there is a need for research relating to particular fundamental rights issues.
3. To improve the tool by analysing statistical information related to the use of the tool.

**Data Controller:** The Data Controller is the Agency. Contact person is the Head of Communications and Outreach Department. Email: [clarity@fra.europa.eu](mailto:clarity@fra.europa.eu)

**Legal Basis:** The Legal basis of the processing operation for which the data are intended is Article 5a and 5d of Regulation 45/2001. The legal instrument which justifies the data processing is Founding regulation (EC) No 168/2007 Articles 4a) and 4c)

**Access to the Data:** Relevant staff working on the FRA Clarity project, third-party organisations based in EU countries which are compliant with EU Data Protection Directive

Data Subjects are informed of the following rights in line with Article 14, 15, 16, 17, 18 of Regulation 45/2001:

- **Right to access data** – The data subjects have the right to access personal data sent via email to FRA clarity project email account immediately upon email request sent to [clarity@fra.europa.eu](mailto:clarity@fra.europa.eu) within 8 months. Access to data which has already been sent to a third-party must be addressed with the third-party.
- **Right to block** – The data subjects can obtain from the Data Controller the blocking of data within 8 months. They can request blocking of data immediately upon email request sent to [clarity@fra.europa.eu](mailto:clarity@fra.europa.eu). Access to data which has already been sent to a third-party must be addressed with the third-party.
- **Right to rectify** – The data subjects can obtain from the Data Controller the rectification without delay of inaccurate or incomplete personal data which is stored in an email on the FRA email server within 8 months. The rectification of data which has already been sent to a third-party (national human rights body) must be addressed to the body in question.



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- **Right to erase** – The data subjects have the right to have their data erased within 6 months. This right is applicable if the processing of data is unlawful. Users can request blocking of data immediately upon email request sent to [clarity@fra.europa.eu](mailto:clarity@fra.europa.eu). The erasure of data which has already been sent to a third-party (national human rights body) must be addressed to the body in question.
- **Right to object** – data subjects have also the right to have recourse at any time to the European Data Protection Supervisor: <http://www.edps.europa.eu>. Objection to data which has already been sent to a third-party must be addressed with the third-party or the data protection organisations present in the country of the third-party.

With regards to Cookies, the data subject can opt out of the statistics collection via this link: [Web analytics opt-out](#).

### Retention policy

1. **Clarity personal data** is stored for a period of 6 months on the FRA email server. Retention of data sent to a third-party (national non-judicial body) is governed by the data retention policy of the body in question. Analytics Cookies expire after 13 months.
2. The data stored on FRA email server is: Name, Surname, Email address. Data sent to third party is Name, Surname, Email address as well as information about fundamental rights problem details. The details are based on defined answer options presented in the tool as well as an optional field which allows the user to provide additional notes.

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