

FRA's Facilities Booking App

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 process personal data?

The purpose of the processing is linked to the daily internal operations of the Agency in terms of facilitating the booking of meeting rooms, the reservation of parking spaces as well as the registration of external visitors to FRA premises.

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

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

(a) General personal data:

- Personal details: name and surname of visitor as well as name of the FRA user who books the meeting room, parking space or who registers a visitor.
- Employment details: Employer name (not mandatory)
- Other: For the purposes of booking a parking space the staff member vehicle's name plate is required.

3. How do we collect and process your personal data?

3a. Information you provide us:

The data is collected based on the information provided by the staff members when using the Facilities Booking Application hosted in FRA's SharePoint intranet site

In particular, the Booking app collects the personal data mentioned in section 2 as follows:

1. FRA meeting rooms: The app lists the meetings scheduled in the user's Exchange calendar displaying the meeting title, date, time. It also stores the name of the user who booked the room. It then displays the available meeting rooms on the particular timeslot and allows the user to select a meeting room and reserve it. It then sends a confirmation email to the users mailbox.
2. FRA Parking spaces: The app displays the available parking spaces on the specified date and requests the vehicle registration plate. This is needed in order to control that the mentioned vehicle is parked on the booked parking space and to avoid cases where a staff member parks a vehicle without permission and also to provide needed information to traffic warrants when inspecting parking in the area.
3. Facilities Support: This feature allows staff to indicate any facilities needs regarding upcoming meetings such as coffee. It processes the name of the staff responsible for the meeting.
4. FRA visitors: Allows the registration of external visitors and processes the visitor's name, their company name (if applicable), timeframe. Registration is needed in case of an evacuation or

similar urgency to know the number of externals present in the building as well as who they are. This is a requirement in terms of physical security to also check that the correct person is permitted to enter the premises.

3b. Information we collect about you: N/A

3c. Information we receive from other sources: N/A

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 Unit Corporate Services is responsible for this processing operation.

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

This processing operation is necessary for the management and functioning of the Agency in line with its Founding Regulation and with regards to the registration of visitors, in line with Article 1e(2) of the Staff Regulations and relevant provisions of the CEOS. Moreover, organisational measures that ensure the most efficient and effective use of resources justify the necessity of the processing in this case.

Therefore, the processing is lawful under Article 5.1.(a) of the Regulation (EU) No 2018/1725.

6. Who can see your data?

Your personal data is visible to the staff responsible for the related operations. This includes staff from Corporate Services like facilities, security guards and digital services. Appropriate access rights are in place for the relevant users based on roles.

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 Organizations

The Booking app is based on Microsoft M365 services. These are configured to be provided within the EU data centres and they are under the EU boundary service provisions. It cannot be discarded that service-generated data (SGD – Audit logs) and diagnostic data could be transferred outside EU based on the

internal processes of Microsoft to resolve technical issues. However, it is expected that by end of Q3 2024, such data will cease to be transferred when the need arises as part of the finalisation of the EU boundary service.

If transfers take place to the US, they will fall under the adequacy decision for the [EU-US Data Privacy Framework](#) adopted by the European Commission on 10 July 2023. If transfers take place to other countries outside the EU, if no adequacy decision exists, specific contractual clauses and additional safeguards (e.g., end-to-end encryption) are in place.

9. When will we start the processing operation?

We will start the processing operation starts from the moment the user chooses to utilize the Booking app.

10. How long do we keep your data?

The data is kept for the current year n plus one more year i.e. maximum 24 months. For example, if a registration of parking space was made on 01/01/200 n then the data will be deleted on 31/12/200 $(n+1)$. If the booking is made on 01/12/200 n then it will be kept until 31/12/200 $(n+1)$ i.e. 13 months. This applies to all bookings.

Retention is required for potential follow-up cases linked to visitors' presence in internally hosted meetings/events where participation needs to be confirmed, parking tickets etc. Also, for security purposes to cover possible cases where security incidents could take place.

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: IT.HELPDESK@fra.europa.eu

11.1. Do we need your consent?

Since the processing is necessary for the functioning of the Agency to ensure an efficient and effective use of resources, you are not required to provide your consent.

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?

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

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 FRA controls servers with limited access to a specified audience only. This includes relevant personnel from Corporate services unit who are responsible for the provision of facilities incl. physical security and digital services staff.

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 it.helpdesk@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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