

**RECORD OF PROCESSING ACTIVITY
ACCORDING TO ARTICLE 31 REGULATION (EU) 2018/1725¹
NOTIFICATION TO THE DATA PROTECTION OFFICER**

NAME OF PROCESSING OPERATION²: Use of EUSurvey by FRA.

Reference number: DPR-2025-231 (to be completed by the DPO)
Creation date of this record: 07 January 2025
Last update of this record: 08 January 2025
Version: 1

Part 1 (Publicly available)

1) Controller(s)³ of data processing operation (Article 31(1)(a))
<p>Controller: European Union Agency for Fundamental Rights (FRA) Schwarzenbergplatz 11, A-1040 Vienna, Austria</p> <p>Telephone: +43 1 580 30 – 0</p> <p>Email: contact@fra.europa.eu</p> <p>Organisational unit responsible⁴ for the processing activity: All FRA Units. Depending on which unit is responsible for the respective processing activity, information will be provided at the beginning of the survey/questionnaire/registration form</p> <p>Contact details: contact@fra.europa.eu</p> <p>Data Protection Officer (DPO): dpo@fra.europa.eu</p>

2) Who is actually conducting the processing? (Article 31(1)(a))⁵
The data is processed by the FRA itself. <input checked="" type="checkbox"/>
The data is processed also by a third party (contractor) <input checked="" type="checkbox"/>

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R1725>

² **Personal data** is any information relating to an identified or identifiable natural person, i.e. someone who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity. This information may, for example, be the name, date of birth, a telephone number, biometric data, medical data, a picture, professional details, etc.

Processing means any operation or set of operations which is performed on personal data, whether or not by automatic means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

³ In case of more than one controller (e.g. joint FRA research), all controllers need to be listed here

⁴ This is the unit that decides that the processing takes place and why.

⁵ Is the FRA itself conducting the processing? Or has a provider been contracted?

The following third parties might be involved as processors:

EUSurvey is the European Commission's multilingual online survey management system built for the creation and publication of surveys and public consultations. The data is collected and stored in a secured and protected database hosted by the Data Centre of the European Commission.

The European Commission (DIGIT) is processor for the:

- web-based interface for the survey owner and the contributors
- hosting of the survey data and any submitted responses.

In cases EU Login is used, the European Commission (DIGIT) is the controller for all processing operations related to keeping an EU Login account and to the authentication itself. For more information, please refer to: [EU Login Privacy Statement](#). The EC-DIGIT is responsible for the processing of personal data collected and processed for traffic statistics and analytics via Europa Analytics, the corporate service that monitors and evaluates the effectiveness and efficiency of the EC's websites on Europa. For more information, please consult the record on [EUSurvey](#) maintained by the Commission, the related [data protection notice](#) and the [Help for authors webpage](#).

3) Purpose of the processing (Article 31(1)(b))

Why are the personal data being processed? Please provide a very concise description of what you intend to achieve with the processing operation. Specify the rationale and underlying reason for the processing and describe the individual steps used for the processing. If you do this on a specific legal basis, mention it as well (e.g. staff regulations for selection procedures).

To carry out its tasks, the Agency may make use of the Commission's online survey tool EUSurvey for different purposes, for example:

- to conduct internal surveys within the different units on activities related to the unit, surveys amongst staff members to consult them on HR or other relevant matters, organised by HR or by the Staff Committee;
- to conduct external surveys, for example consultations among EU institutions, bodies and agencies, FRA networks (national liaison officers, Fundamental Rights Platform, Scientific Committee), national stakeholders (e.g. ministries, national human rights bodies, civil society) and other relevant stakeholders (including stakeholders at sub-national level);
- to manage the registration of participants to events and meetings organised by the Agency, in which cases, a registration form is prepared using EUSurvey.

In other cases, EUSurvey might also be used in the context of FRA research projects when the collection of personal data/personal experiences from respondents is not envisaged or in the context of FRANET contracts, when the feedback or contributions of FRANET contractors is collected via questionnaires prepared by FRA using EUSurvey.

The purposes listed above might not be exhaustive. Should FRA decide to use EUSurvey for additional and/or different purposes than those identified above, the respective controller will assess the need to update this record or to prepare a separate record or processing for the specific purpose.

The surveys are generally anonymous, for example staff well-being surveys and anonymous satisfaction surveys related to events, meetings, forums, webinars,

information sessions, workshops, conferences organised or co-organised by the Agency, etc.

Under certain circumstances, it is necessary for the Agency to know the identity of the person responding, like for instance in the registration of participants to a meeting or when follow-up actions are necessary. In those cases, the contact details and other personal data of the respondent might also be collected via the respective questionnaire or survey questions.

EUSurvey provides support for either identification of respondents or anonymity, depending on survey requirements. In any case, surveys are always managed confidentially, even when they are not anonymous.

The creation and management of the survey on EUSurvey requires login via EULogin.

For further information on the processing of personal data by EULogin and the EUSurvey tool, please refer to the dedicated processing operations:

- Commission's EU Survey [record of processing](#) and [data protection notice](#)
- [EU Login data protection notice](#).

4) Description of the categories of data subjects (Article 31(1)(c))

Whose personal data are being processed?

FRA staff

(as survey owners -physical persons registered in order to create a survey, public consultation, registration form, or as survey respondents when FRA staff is consulted)

Non-FRA staff

(EUIs staff responding to the survey, or external respondents to the survey or participants to events organised by FRA)

5) Categories of personal data processed (Article 31(1)(c))

Please tick all that apply and give details where appropriate

(a) General personal data

For the FRA staff managing the survey, EU Survey services of the Commission process the following categories of personal data:

User credentials: User login ID and password

User data – contact details: Full name (first name and last name) and email address

Analytics: EUSurvey uses the Europa Analytics service for traffic statistics and analytics.

For further information see the [Europa Analytics](#) website, where information can be found about the cookies and IP address collected by EUSurvey tool.

Specific survey data:

Depending on the case, the following personal data might be collected for the purposes specified in section 3, if requested in the survey questionnaire or registration form:

Personal details (name, surname, date of birth, gender, nationality, country of residence)	<input checked="" type="checkbox"/>
Employment details (profession, title or function, employer)	<input checked="" type="checkbox"/>
Contact details (address, email address, telephone number)	<input checked="" type="checkbox"/>
Family, lifestyle and social circumstances	<input checked="" type="checkbox"/>
Other (please give details):	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> - Answers of respondents to survey questions, which may include personal data, and personal opinions (if the targeted consultation so requires) - EUSurvey uses the Europa Analytics service for traffic statistics and analytics. For further information see the Europa Analytics website, where information can be found about the cookies and IP address collected by EUSurvey tool. 	

(b) Special categories of personal data (Article 10)

In some cases, limited special categories of personal data may be collected intentionally from participants via the responses to the survey questions or reveal racial or ethnic origin or religious beliefs (for example, if dietary requirements of a participant to a face-to-face meeting are asked in the registration form to organise the catering of the meeting).

In other cases, the responses of participants might reveal any of the special categories of data mentioned below, even if not specifically asked about them in the survey questions.

In any other case, if FRA intends to use EUSurvey to collect special categories of data, data subjects will be informed accordingly by means of a separate and specific data protection notice.

Racial or ethnic origin	<input checked="" type="checkbox"/>
Political opinions	<input checked="" type="checkbox"/>
Religious or philosophical beliefs	<input checked="" type="checkbox"/>
Trade union membership	<input checked="" type="checkbox"/>
Data concerning health	<input checked="" type="checkbox"/>
Information regarding an individual's sex life or sexual orientation	<input checked="" type="checkbox"/>
N/A	<input type="checkbox"/>

(c) Personal data relating to criminal convictions and offences (Article 11)

Criminal record (or similar, e.g. declaration of good conduct)	<input type="checkbox"/>
N/A	<input type="checkbox"/>

6) Recipient(s) of the data (Article 31(1)(d))

*Recipients are all parties who have access to the personal data. Who will have access to the data **within** FRA? Who will have access to the data **outside** FRA? No need to mention entities that may have access in the course of a particular investigation (e.g. OLAF, EO, EDPS).*

Designated **FRA** staff members

This include the Agency's staff responsible to conduct the surveys and/or staff members who are administrators of the EUSurvey tool.

Recipients **outside** FRA:

- The Commission EUSurvey team
- The infrastructure administrators

For more information on the recipients of the data at the Commission, please see section 5 of the [Commission's EUSurvey record of processing](#).

7) Transfers to third countries or international organisations (Article 31(1)(e))⁶

If the personal data are transferred outside the European Economic Area or to international organisations, this needs to be specifically mentioned, since it increases the risks of the processing operation.

Transfer outside of the EU or EEA

Yes

No

If yes, specify to which country:

Transfer to international organisation(s)

Yes

No

If yes specify to which organisation:

Legal base for the data transfer

Transfer based on the European Commission's adequacy decision (Article 47)

⁶ **Processor** in a third country using standard contractual clauses, a third-country public authority you cooperate with based on a treaty. If needed, consult your DPO for more information on how to ensure safeguards.

Transfer subject to appropriate safeguards (Article 48(2) and .3), specify:

a) A legally binding and enforceable instrument between public authorities or bodies.

Standard data protection clauses, adopted by

b) the Commission, or

c) the European Data Protection Supervisor and approved by the Commission, pursuant to the examination procedure referred to in Article 96(2)).

d) Binding corporate rules, Codes of conduct, Certification mechanism pursuant to points (b), (e) and (f) of Article 46(2) of Regulation (EU) 2016/679, where the processor is not a Union institution or body.

Subject to the authorisation from the European Data Protection Supervisor:

Contractual clauses between the controller or processor and the controller, processor or the recipient of the personal data in the third country or international organisation.

Administrative arrangements between public authorities or bodies which include enforceable and effective data subject rights.

Transfer based on an international agreement (Article 49), specify:

Derogations for specific situations (Article 50(1) (a) –(g))

N /A

Yes, derogation(s) for specific situations in accordance with Article 50(1)(a)–(g) apply In the absence of an adequacy decision, or of appropriate safeguards, transfer of personal data to a third country or an international organisation is based on the following condition(s):

(a) The data subject has explicitly consented to the proposed transfer, after having been informed of the possible risks of such transfers for the data subject due to the absence of an adequacy decision and appropriate safeguards

(b) The transfer is necessary for the performance of a contract between the data subject and the controller or the implementation of pre-contractual measures taken at the data subject's request

(c) The transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the controller and another natural or legal person

(d) The transfer is necessary for important reasons of public interest

(e) The transfer is necessary for the establishment, exercise or defense of legal claims

(f) The transfer is necessary in order to protect the vital interests of the data subject or of other persons, where the data subject is physically or legally incapable of giving consent

(g) The transfer is made from a register which, according to Union law, is intended to provide information to the public and which is open to consultation either by the public in general or by any person who can demonstrate a legitimate interest, but only to the extent that the conditions laid down in Union law for consultation are fulfilled in the particular case

8) Retention time (Article 4(e))

How long will the data be retained and what is the justification for the retention period? Please indicate the starting point and differentiate between categories of persons or data where needed (e.g. in selection procedures candidates who made it onto the reserve list vs. those who didn't). Are the data limited according to the adage "as long as necessary, as short as possible"?

The data retention period varies according to the purpose for which the data is collected. For example, for surveys which are not carried out anonymously, the personal data collected will only be kept for the minimum time required to complete the purpose of the survey. In the case of registration forms to events, the personal data collected will be kept only until the end of the event or follow-up activities, if any, or as indicated in the respective data protection notice of the specific event.

For surveys carried out anonymously, responses will be kept the minimum time required to carry out the survey analysis, as indicated at the beginning of the survey or in the specific data protection notice, if any. In general, information is kept for six months after the survey closes, unless otherwise indicated.

For the data collected by the EUSurvey tool, the Commission only keeps user personal data for the time necessary to fulfil the purpose of the survey. In particular:

EU staff member (internal user): As long they are an EU staff member, their user account remains active and their personal data is therefore retained. However, they can, at any time, ask the EUSurvey team to terminate their account if they no longer wish to use the service. In this case, their user account, all associated data and all surveys and results will be permanently deleted.

For the retention period of cookies and IP addresses used for traffic statistics and analytics by EUSurvey, information is available on the [Europa Analytics](#) website.

9) Technical and organisational security measures (Article 31(1)(g))

Please specify where/how the data are stored during and after the processing; please describe the security measures taken by FRA or by the contractor

How is the data stored?

- | | |
|----------------------------------|-------------------------------------|
| Document Management System (DMS) | <input type="checkbox"/> |
| FRA network shared drive | <input type="checkbox"/> |
| Outlook Folder(s) | <input type="checkbox"/> |
| CRM | <input type="checkbox"/> |
| Hardcopy file | <input type="checkbox"/> |
| Cloud (MS 365) | <input checked="" type="checkbox"/> |

Servers of external provider



Other (please specify): The data is collected and stored in a secured and protected database hosted by the Data Centre of the European Commission.

10) Exercising the rights of the data subject (Article 14(2))

How can people contact you if they want to know what you have about them, want to correct or delete the data, have it blocked or oppose to the processing? How will you react?

See further details in the Data Protection notice: e-mail to contact@fra.europa.eu

Data subject rights

- Right of access
- Right to rectification
- Right to erasure (right to be forgotten)
- Right to restriction of processing
- Right to data portability
- Right to object
- Notification obligation regarding rectification or erasure of personal data or restriction of processing
- Right to have recourse
- Right to withdraw consent at any time