

## PRIVACY NOTICE

### Handling of contact data stored in the Agency contacts database (CRM)

This Privacy Notice explains what kind of personal data the Agency collects from you and how the Agency uses that data.

#### **1. Why we collect personal data?**

We collect personal data to enable FRA to inform the interested parties, who are registered in our Customer Relationship Management (CRM) database, on the upcoming activities of the Agency.

#### **2. What kind of data does the Agency collect?**

The Agency collects data relating to identification and contact details: name, surname, email address, organisation, job title, phone number, fax number, preferences related to thematic areas on which the Agency undertakes activities. The CRM systems also log information where you have received or opened the email sent by us.

#### **3. Who is responsible for the processing of the data?**

The Agency is the legal entity for the processing of personal data and who determines the objective of this processing activity. The Head of Fundamental Rights Promotion Department is responsible for this processing operation.

#### **4. Which is the legal basis for this processing operation?**

Informing interested parties about the upcoming activities of the Agency is necessary for the management and functioning of FRA. Therefore, the processing is lawful under Article 5(a) of the Regulation (EC) No 45/2001.

Also, since being in our database is not mandatory, the processing is lawful under Article 5(d) of the Regulation (EC) No 45/2001.

#### **5. Who can see my data?**

All the requests of the persons who would like to be informed about our activities are directed towards the staff members dealing with the contact data stored.

#### **6. How to control your data?**

You can access, modify or delete your personal data by sending an email request to [information@fra.europa.eu](mailto:information@fra.europa.eu). More details are provided below.

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### 7. Can I access my data?

You have the right to access your data at any time and free of charge, by sending an email request to [information@fra.europa.eu](mailto:information@fra.europa.eu).

### 8. Can I modify my data?

You have the right to modify your data without delay of inaccurate or incomplete personal data at any time by sending an email request to [information@fra.europa.eu](mailto:information@fra.europa.eu). You have the right to update or correct at any time your identification data.

### 9. Can I block you from processing my data?

You have the right to block the processing of your personal data at any time by sending an email request to [information@fra.europa.eu](mailto:information@fra.europa.eu) when you contest the accuracy of your personal data or when the Agency no longer needs the data for completing its tasks. You can also block the processing activity when the operation is unlawful, and you oppose to the erasure of the data.

### 10. Can I delete my data?

You have the right to delete your data at any time by sending an email request to [information@fra.europa.eu](mailto:information@fra.europa.eu) when the processing activity is unlawful.

### 11. Do you share my 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.

### 12. Do I have the right to object?

Yes, you have the right to object at any time by sending an email request to [information@fra.europa.eu](mailto:information@fra.europa.eu) when you have legitimate reasons relating to your particular situation. Moreover, you will be informed before your information is disclosed for the first time to third parties, or before it is used on their behalf, for direct marketing purposes.

The Agency will address your requests within 15 working days from the receipt of the request.

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

a) The first step is to notify the Agency by sending an email to [information@fra.europa.eu](mailto:information@fra.europa.eu) and ask us to take action.

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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](mailto: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. When will we start the processing operation?

We will start the processing operation when you request to be included in the Agency's mailing list to receive the last information about our upcoming activities.

### 15. Security of personal data

The Agency has in place several security controls to protect your personal data from unauthorised access, use or disclosure. We keep your data stored on computer systems with limited access to a specified audience only.

All data is stored in the Agency's CRM application hosted by the Agency. To allow better management of its communication activities, the Agency makes use of an external "cloud" service provider. This cloud service allows mass emailing and collection of statistical information. For example, it provides information regarding the correct sending of the email; whether you opened the email or deleted it etc. The cloud service provider's data centre is based in Europe. The information is stored in the CRM application hosted at FRA's premises and not in the cloud. The Agency uses the statistical information in an aggregated format.

### 16. How long do we keep your data?

We keep your contact information until you decide the unsubscribe from our mailing system. You have the option to be excluded from the mailing list, and this is possible as in every received email there is an "Unsubscribe" option. The tracking information is kept for a period of 5 + 1 years because this is the reporting period for the evaluation of our performance.

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