



Privacy statement on ICT Service Desk information system

Any data collected or information provided by the EMCDDA to the European Institutions and bodies (EUI) will be processed in accordance with 'Regulation (EU) 2018/1725'. This Regulation concerns the protection of natural persons with regard to the processing of personal data provided to the European Union institutions and bodies and on the free movement of such data. In compliance with Articles 15 and 16 of the Regulation, the EMCDDA provides all the concerned persons with the following information:

The Controller¹ of the data is the Head of the Information and Communication Technology unit.

In order to contact the Controller, should you have questions or complaints, please do it in writing to the following e-mail address, ICT-HOU@emcdda.europa.eu.

The system contains all the information exchanged with internal and external users regarding support requests, incident reports, as well as service and change requests.

It also contains the ICT Configuration Management Database (CMDB) which includes all services and infrastructure configuration data.

The purpose of this processing is to service the support request tickets open by the users of EMCDDA systems and applications.

The processing involves data related to EMCDDA staff, or any other data subjects accredited to use the EMCDDA digital services, including username, email, besides the registered requests and the exchanges with the support team. Depending on the user requests the information processed may also include mobile phone numbers and device identifiers such as IMEI numbers.

Any of the ICT staff providing users support and depending on the expertise required, can be a processor for the information stored in this system.

Data is kept throughout the whole lifecycle of the system in order to enrich the support knowledge base and preserve records consistency.

No data transfers are allowed for this system.

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[1] Article 3(8) of Regulation (EU) 2018/1725 defines the controller as follows: '[...] controller means the Union institution or body or the directorate-general or any other organisational entity which, alone or jointly with others determines the purpose and means of the processing of personal data [...]'].



Recourse

In case you deem that your questions and concerns did not receive a complete or satisfactory answer you may want to address the EMCDDA Data Protection Officer, using the address dpo@emcdda.europa.eu.

Furthermore, the Regulation (EU) 2018/1725 foresees that, in case you consider that your rights have been infringed as a result of the processing of your personal data by the EMCDDA, that you directly address the European Data Protection Supervisor, using the address edps@edps.europa.eu.