

PRIVACY STATEMENT

for processing of personal data in the context of providing Centralized Finance and Procurement Helpdesk Services

The Agency for Support for BEREC (BEREC Office) processes the personal data of natural persons in compliance with Regulation (EU) 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 privacy statement explains BEREC Office'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.

1. What is the purpose and legal basis for processing your personal data?

The personal data are collected and processed for the purpose of provision of Centralized Finance and Procurement (CFP) Helpdesk services to the BEREC Office staff, members of BEREC community and other persons, interested in CFP services upon request from their side.

The processing consists in registering the personal data you provide us with when you contact us and in using it to reply to you, once we have resolved your query.

We process your personal data, because 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 (Article 5(1) (a) of Regulation (EU) 2018/1725).

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

2. What personal data is collected and processed?

In order to carry out this processing operation we collect the following categories of personal data:

- Identification data of the person requesting CFP Helpdesk services: name and organisation (if applicable);
- Contact data: e-mail address;
- Any personal data contained in the ticket (description of the ticket as well as the

attachment).

3. Who has access to your personal data and to whom is it disclosed?

Access to your personal data is provided to the Finance and Procurement Team of the BEREC Office, Head of Administration and Finance Unit, staff responsible for carrying out this processing operation and authorised staff according to the “need to know” principle, ICT Support Team in cases of technical issues with the system.

4. How long are your personal data kept?

For the time necessary to fulfil the purpose of collection or further processing, namely for providing requested services. The time limit for storing the personal data is 2 years after the date of submission of the ticket to CFP Helpdesk.

5. What are your rights?

You have the right to request from the controller access to and rectification or erasure of your personal data or restriction of processing.

You also have the right to object to processing of your personal data.

The controller shall provide information on action taken on a request 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.

6. Who is the data controller and how to exercise your rights?

The BEREC Office shall exercise the tasks of the data controller for the purpose of these processing operations.

To exercise the mentioned rights, you can contact the controller by sending an email to: CFP-Helpdesk@berec.europa.eu.

If you consider your data protection rights have been breached, you can always lodge a complaint with the BEREC Office’s Data Protection Officer (dpo@berec.europa.eu) or with the European Data Protection Supervisor: edps@edps.europa.eu