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Privacy Statement on the protection of personal data

I. Introduction

The European Union is committed to user privacy.

The policy on protection of individuals with regard to the processing of personal data by the Union institutions is based on Regulation (EC) N° 45/2001 of the European Parliament and of the Council of 18 December 2000.

II. Why do we collect, store and process your data?

Your data are collected to enable:
- the personalization of your access to the system;
- to enable the Publications Office to answer your enquiries and give you information concerning new developments and the use of the system;
to enable sharing of knowledge concerning the usage of the system and about European law;
• to analyse errors to improve the operation of the system.

We will also use the data to prepare anonymous statistics about the usage of the site.

Collected personal data are treated according to the policy described in the above-mentioned Regulation.

Data will be used only for the above purposes by Publications Office staff and their contractors and in order to improve the service.

III. Who is responsible for the processing of your data? (Controller)

The controller responsible for processing these data is the head of unit managing the EUR-Lex service of the Publications Office. If you have any questions about the processing of your e-mail and related personal data, you can send an e-mail to:
eurlex-helpdesk@publications.europa.eu

IV. What personal data do we collect?

• for personalisation of access to the system (registration) and provision of information: e-mail address, password, chosen fields of interest;
• for information and assistance: the e-mails stored in the functional mailboxes where the questions are sent can contain apart from the e-mail address the forename, surname, office address, phone, fax, organisation or institution to which the requester belongs;
• if you participate in on-line trainings: the time, date and duration of your participation;
• if you ask a question or provide an answer in the user community, your user Id, your question or answer and the field of interest concerning the question or answer will be visible to other registered users.

V. To whom are your data disclosed?

Your collected data will be treated confidentially and used only by the Publications Office services and its contractors responsible for the:

• personalisation of access to the system: by the EUR-Lex technical team;
• for enquiries: by the EUR-Lex Helpdesk team and the Publications Office contractor in charge of the helpdesk activities;
• data on questions and answers, as indicated above, which are visible for other registered users only.

The collected data will be registered:

• in the registration database (hosted by the Publications Office).
• in the first level helpdesk mailboxes of each service (hosted by the Publications Office).

For all subscription requests, your data — name, first name and postal address — is
added to a mailing list database managed by the Publications Office. This data is also accessible to the staff responsible for the dispatch of the publications you have subscribed to.

Each mailing list for each publication is managed by the service responsible for the publication. With the aim of better distributing information on EU policies and activities, these mailing lists may be used by other services of the European Union institutions, agencies or other bodies following the written permission of the service managing the mailing list in question.

No personal data is transmitted to parties which are outside the recipients and the legal framework mentioned, without prejudice to a possible transmission to the bodies in charge of a monitoring or inspection task in accordance with EU legislation e.g. OLAF, or an investigating magistrate.

The Publications Office will not share personal data with third parties for direct marketing.

VI. How long are your data kept?

For the 2nd level Helpdesk, your data are kept for maximum 5 years and deleted thereafter, unless an enquiry is in progress. Then the data will be kept for the time necessary to the conclusion of the enquiry. Registered users who have not logged into any EUR-Lex service for 90 days will receive an email warning them that their profile and data will be automatically deleted if they do not connect in the following month.

VII. How can you access to your data, check their accuracy and, if needed, correct them?

You have the right to request a copy of your personal details at any time to check the accuracy of the information held and/or to correct or update this information. You may also ask your personal information to be deleted completely if no enquiry from you is in progress.

You can at any moment unsubscribe from mailings, by sending a notification to the EUR-Lex service (see contact data below) or by using the link in the mailings.

If you delete your ECAS registration, your data are also deleted from EUR-Lex, except your questions and answers.

If you do not log on for 90 days, you receive an e-mail and if you do not log in within the next 30 days, all your personal data is cleared.

When you participate in the user community, you can always delete a question you asked, together with the answers to it. A question can be edited, but only before it has been answered. A user can always edit his/her answer, but is impossible to delete it.

Questions and answers are archived from time to time (usually every three months).

To protect your privacy and security, we will take reasonable steps to help us verify your identity before granting access or making corrections.

Please contact this email address: eurlex-helpdesk@publications.europa.eu

VIII. What do we do to avoid misuse or unauthorized access?
The Publications Office has put in place, and regularly reviews and updates, appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access, maintain data security, and correctly use the information collected for the treatment of publications orders.

Your enquiry is stored on the server of our contractor, processed and may also be forwarded by email to the expert responsible for replying to the enquiry.

Such external contractors have signed a contract with the Publications Office which legally binds them to comply with the applicable legislation on the protection of personal data and the processing thereof, and more specifically with Regulation (EC) 45/2001.

ARTICLE 1.9 – DATA PROTECTION

1.9.2 When processing data on behalf of the Commission in the performance of the Contract, the Contractor:

(a) shall act only on instructions from the Commission;

(b) shall comply with the obligations set out in Articles 21 and 22 of Regulation (EC) N° 45/2001 on the confidentiality and the security of processing unless, by virtue of Article 17(3), second indent, of Directive 95/46/EC, the Contractor is already subject to obligations with regard to confidentiality and security laid down in the national law of one of the Member States.

Appropriate technical and organizational measures will be taken by the Contractor for the security of the processing in accordance with Article 22 of Regulation (EC) 45/2001 and will have to be agreed between the Contractor and the Commission in writing or in another equivalent form.

1.9.3 The Contractor shall comply with Council regulation (Euratom, EEC) No 1588/90 of 11 June 1990 on the transmission of data subject to statistical confidentiality to the Statistical Office of the European Union (OJ No L151, 15.6.1990, p.I.)

Staff of the Publications Office who have access to personally identifiable information are required to protect this information in a manner that is consistent with this Privacy Statement by, for example, not using the information for any purpose other than to carry out the services they are performing for.

Designated Publications Office officials can access the data using their user ID and personal password. Only these authorized officials have access to the data (using a specific system).

IX. What are the contact points for questions or complaint?

If you wish to access, delete (in some cases) or correct your personal information please contact:

The controller responsible for processing these data is the head of unit of the EUR-Lex and TED unit (E-mail: eurlex-helpdesk@publications.europa.eu).

Complaints, in case of conflict, can be addressed to the Data Protection Officer of the European Commission or the European Data Protection Supervisor.