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Copyright notice
PRIVACY STATEMENT ON THE PROTECTION OF YOUR PERSONAL DATA collected by the Publications Office to treat your requests managed by EUR-Lex

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 (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 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.

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

Your data are collected to enable:

- the personalization of your access to the system;
- your access to the web service;
- the Publications Office to answer your enquiries and give you information concerning new developments and the use of the system;
- sharing of knowledge concerning the usage of the system and about European law (via the EUR-Lex newsletter, if you opt in to this service); and
- to analyse errors identified by users to improve the operation of the system.

We will also use the data to prepare anonymous statistics about the usage of
Collected personal data are treated in accordance with Regulation (EU) 2018/1725. The processing is based on its Art.5(1)(a)+(d):

- the processing is necessary for the performance of a task carried out in the public interest, i.e. providing easy and customizable access to EU legal information in EUR-Lex; and
- upon registering in EUR-Lex with your personal data you provide your consent for the processing by us in regard to the functions/services you select.

Data will be used only for the above purposes by Publications Office staff and their contractors.

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 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, chosen fields of interest;
- for access to the webservice, requiring as provision of information, name, e-mail address; the type of data, and purpose of the final use of data, frequency of calls;
- for 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;
- for the EUR-Lex newsletter: your name and e-mail address; and
- if you participate in on-line trainings: the time, date and duration of your participation.

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;
- registration to the web service;
- EUR-Lex newsletter, in case you have opted in to this service: the teams of the Publications Office in charge of compiling and sending out the newsletter;
- for enquiries: by the EUR-Lex Helpdesk team and the Publications Office contractor in charge of the helpdesk activities.
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 accessible to the staff responsible for the dispatch of the publications you have subscribed to.

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 EU Login registration, your data are also deleted from EUR-Lex.

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.

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?

All data in electronic format (e-mails, documents, uploaded batches of data etc.) are stored either on the servers of the European Commission or of its
contractors; the operations of which abide by the European Commission’s security decision of 16 August 2006 [C(2006) 3602] concerning the security of information systems used by the European Commission. The Commission’s contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the General Data Protection Regulation (Regulation (EU) 2016/679).

IX. Contact information

If you have comments or questions, any concerns or a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller using the following contact information:

- The Data Controller:
  - Head of the EUR-Lex and Legal information unit
  - Email: eurlex-helpdesk@publications.europa.eu

- The Data Protection Officer (DPO) of the Commission: DATA-PROTECTION-OFFICER@ec.europa.eu.

- The European Data Protection Supervisor (EDPS): edps@edps.europa.eu.

X. Where to find more detailed information

The Commission Data Protection Officer publishes the register of all operations processing personal data. You can access the register on the following link: http://ec.europa.eu/dpo-register

This specific processing has been notified to the DPO with the following reference: DPO-1275.