



EUROPEAN COMMISSION
Executive Agency for Small and Medium-sized Enterprises (EASME)

RECORD OF PERSONAL DATA PROCESSING ACTIVITY

Based on Article 31 of the Regulation (EU) No 2018/1725¹ on the protection of natural persons with regards to the processing of personal data by the Union Institutions, bodies, offices and agencies and on the free movement of such data, each responsible EASME data controller has to maintain a record of the processing activities under his/her responsibility.

Record No: R-2020-12

Initial approval by Data Controller: *see date of Ares signature*

Previous Notification: DPO-11-2013

Update (s) (if applicable): *n/a*

NAME OF THE PROCESSING ACTIVITY

IT infrastructure & email system

IDENTIFICATION OF THE DATA CONTROLLER

Executive Agency for Small and Medium-sized Enterprises (EASME), Head of Unit C.2 Administration.

GROUND FOR THIS RECORD (*select relevant ground*)

- Record of a new type of processing activity of personal data (before its implementation)
- Record of a processing activity of personal data that is already in place (ex-post)
- Change/Amendment/ Update of an already existing previous record (or previous notification to DPO)

DESCRIPTION OF THE PROCESSING ACTIVITY

EASME processes personal data in electronic communications, when exchanging electronic messages and in its information systems. EASME uses the e-mail system and the IT infrastructure of the European Commission (see records of the European Commission such as: [DPR-EC-03610.1](#) Email system of the European Commission; [DPR-EC-03187.1](#) Identity & Access Management Service (IAMS); [DPR-EC-03186.1](#) EU Sign (electronic signature service) and [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC)).

¹ [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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (OJ L 295/39 of 21.11.2018).

1. INFORMATION ON THE PROCESSING ACTIVITY

of IT infrastructure & email system

This processing activity is performed in accordance with **Regulation (EU) No 2018/1725**² on the protection of individuals with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data.

1.1. The Data Controller is:

The Head of Unit C.2 Administration at the Executive Agency for Small and Medium-sized Enterprises (EASME), Place Charles Rogier 16, B-1049 Brussels and can be contacted at: EASME-IRM@ec.europa.eu.

1.2. The following entity(ies) is/are acting as Processor(s):

Directorate General Informatics (DG DIGIT) and its IT Service Providers operating within the frame of service contracts subject to non-disclosure and confidentiality agreements.

1.3. The legal basis for the processing based on Article 5(1) of Regulation (EU) No 2018/1725:

- ✓ (a) the 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 body³;
- ✓ (a2) the processing is necessary for the **management and functioning** of the Union Institutions or bodies (Recital (22) of Regulation (EU) No 2018/1725);
- ✓ (b) the processing is necessary for **compliance with a legal obligation** to which the controller is subject, which are the Memorandum of Understanding between DG DIGIT and EASME signed on 01/10/2008, as amended last on 05/12/2017 (Ref. DIGIT – 00096);
- (c) the processing is necessary for the **performance of a contract** to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
- (d) the data subject has given **consent** to the processing of his or her personal data for one or more specific purposes;
- (e) the processing is necessary in order to protect the **vital interests** of the data subject or of another natural person.

1.4. The purpose(s) of this processing is/are:

-Email system: to enable electronic communication and exchange of electronic messages and attachments amongst Agency and Commission staff and with external recipients; to offer Agency's e-mail system user access to e-mail addresses of all internal correspondents and of main external partners (other EU Institutions and bodies, Member states, etc.).

-IT infrastructure: to provide an efficient and secure IT infrastructure for Agency's information systems, including those processing personal data. Access to personal data is granted to dedicated IT professionals only when necessary, for trouble shooting, analysis of performance problems, general user support, billing verification, when validating the performance of contractual conformity and for performance and capacity management

-UCC system: to provide an integrated set of communication and collaboration tools for all Commission and Agency staff. It comprises telephone, video conferencing, instant messaging, information about availability of users and document sharing facilities in a single tool, based on the Microsoft LYNC/SKYPE for Business

² [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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (OJ L 295/39 of 21.11.2018).

³ EASME Act of Establishment: Commission Implementing Decision C(2013/771/EU) of 17 December 2013 establishing the 'Executive Agency for Small and Medium-sized Enterprises' and repealing Decisions 2004/20/EC and 2007/372/EC.

(SfB) software. Please refer to the Commission record [DPR-EC-02548.1](#) on Unified Communication and Collaboration (UCC).

1.5. The categories of data subjects concerned by this processing are:

-Email system: Agency and Commission staff or external recipients whose e-mail address appears in the “To”, “From”, “CC” and / or “BCC” traffic fields of an e-mail message, as soon as these messages have been processed by the e-mail servers of the European Commission. Regarding the management of the e-mail address book, all staff of European institutions with whom a convention comprising the Article 9 of Regulation (EU) No 2018/1725 clause (“Transmission of Data”) has been established and signed.

-IT infrastructure: Agency and Commission staff whose personal data is collected during authentication and access granting processes to be processed by information systems running on the Agency or Commission IT infrastructure.

-UCC system: Please refer to the Commission record [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC) section 3.

1.6. The following personal data are collected:

-Email system:

-for the e-mail messages: message header (traffic information), picture of staff, subject, body and attachments.

-for the address book: first name, last name, title (gender), informatics login, office phone, office location, DG and department, e-mail address.

-for e-mail message content: including subject, picture of staff, body and attachments.

-for e-mail message traffic information: including sender, recipient, date, size; E-mail addresses and address book references.

-IT infrastructure: User name, password, first name, last name, EC entity, Office address, assigned access and security groups.

-UCC system: Please refer to Commission record [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC) section 3.

The above mentioned personal data are **mandatory** for the purpose(s) outlined above except for the picture of staff, which can be changed or deleted by Agency staff at any time via the Agency’s who is who.

1.7 The recipients to whom of the personal data will or might be disclosed are:

-Email system:

-for email message recipients: potentially any Agency and Commission staff or any external recipient having an e-mail address.

-for address book (data fields as indicated above): staff of European Commission and other EU Institutions with whom bilateral agreements exist, E-mail services of other European institutions.

-for log-files: EC Administrators of the E-mail System (daily operations), HR.DS, DG DIGIT SEC, IDOC, OLAF (on request in the context of investigations), Data Subject concerned (on request).

-for log-files (traffic data): EC Administrators of the system (for technical maintenance purpose only), Investigation authorities, Data Subject concerned.

-IT infrastructure of the Agency: only to authorized Agency IT system/database/network/security administrators and IT infrastructure of the Commission to authorized DG DIGIT IT/database/network/security administrators on a need to know basis. Data will be accessible to statutory personnel and to IT Service Providers that resolve technical problems. The IT Service Providers operate under the framework of service contracts and have signed a nondisclosure and confidentiality agreement. All Agency staff is regularly informed and trained on their duties in the data protection area.

-UCC system: Please refer to the Commission record [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC) section 8.

In addition, bodies charged with monitoring or inspection tasks in application of EU law (e.g. internal audits, European Court of Auditors, European Anti-fraud Office – OLAF).

1.8. Personal data will be stored on Agency or Commission servers located in the EU and **will not be transferred to third countries or international organisations.**

Personal data **may be transferred** to third countries or International Organisations if decided so by the sender. By definition, an e-mail system, e-mail messages and attachments are sent out to and received from any external recipient having an email address regardless of his/her location. The following safeguards are in place for this transfer: double identification via EU login and encryption of sensitive internal messages.

1.9. The processing of this personal data **will not include** automated decision-making (such as profiling).

1.10. **The following technical and organisational security measures** are in place to safeguard the processing of this personal data:

- Email system: Received e-mail messages in a Data Subject mailbox are under his/her full control, thus having ALL the rights on these messages (like accessing, storing and deleting). Those rights do not apply to other copies of the same messages stored in the mailbox of another recipients. No specific procedure has been put in place to enable Data Subjects to exert their rights directly on their personal data in the E-mail System log-files. What regards incorrectly encoded data in the Address Book, Agency staff are instructed to make requests such changes through MITS (My IT Support) portal.

-IT infrastructure: use various authentication mechanisms such as Microsoft Active Directory, LDAP, EU login to properly authenticate Agency and EC users. All authentication mechanisms are using secure channels of communication based on IPsec, HTTPS or SSO based on Kerberos authentication. Microsoft Active Directory, LDAP and EU Login systems are mainly managing authorisation to access IT infrastructure resources on Agency and EC IT infrastructures.

-UCC system: Please refer to Commission record [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC) section 8.

The Agency is subject to the **European Commission's security Decision [2017/46](#)** of 10 January 2017, replacing the former Commission decision ([C\(2006\)3602](#)) of 16 August 2006 on the security of information systems used by the European Commission. All personal data in electronic format (e-mails, documents, uploaded batches of data etc.) are stored on the servers of EASME, the European Commission or of its contractors, the operations of which abide by the European Commission's security Decisions [2017/46](#) of 10 January 2017 and [2015/443](#) of 13 March 2015.

1.11. The personal data concerned **will be kept for a maximum for the following periods:**

-Email system:

-*address book data*: - as long as the Data Subject is a staff of the Agency, the Commission or of other EU Institutions having access to the email system - after deletion from the on-line address book: retention period of Active Directory backups (see Commission retention list).

-*email messages*: - 35 days maximum after deletion by the user. Messages stored in Inbox are deleted automatically after 6 months. Traffic log for e-mail messages in files are kept for 6 months.

- IT infrastructure: Retention period for files, databases backups stored on Agency and EC IT infrastructure is 35 days. Data will be automatically deleted at the end of this period.

-UCC system: Please refer to Commission record [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC) section 4.

The personal data may be further processed for historical, statistical or scientific purposes. The further retention time for this purpose is as follows:

-Email system: Log files that need to be kept for longer periods are anonymised; no identification of a data subject is possible.

-IT infrastructure: Log files that need to be kept for longer periods are anonymised; no identification of a data subject is possible.

-UCC system: Please refer to Commission record [DPR-EC-02548.1](#) Unified Communication and Collaboration (UCC) section 4.

1.12. Data Subjects are informed on the processing of their personal data via a **data protection notice on their rights** :

- to access their personal data held by a controller;
- to request their personal data held by a controller to be corrected;
- to obtain in some situations erasure of their personal data held by a controller, e.g. when data are held unlawfully (right to be forgotten);
- to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal;
- **of recourse** at any time to the **EASME Data Protection Officer** at EASME-DPO@ec.europa.eu and to the **European Data Protection Supervisor** at <https://edps.europa.eu>.

Request from a data subject to exercise a right will be dealt within **one month**.

Any queries concerning the processing of personal data, have to be addressed to the Data Controller indicated above in 1.1. at EASME-IRM@ec.europa.eu.
