



DATA PROTECTION NOTICE

For processing of personal data in the context of the Eurojust Service Portal

1. Context and Controller

As Eurojust collects and further processes personal data in the context of the Eurojust Service Portal and its administration, it is subject to *Regulation (EU) 2018/1725 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.*

Collection and processing of personal data for purposes of asset management allocation, collecting, tracking and monitoring incidents as well as permission request are under the responsibility of the Controller, who is the Head of Information Management Unit and can be contacted at mchanfreau@eurojust.europa.eu.

2. What personal information do we collect, for what purpose, under which legal basis and through which technical means?

Legal basis

The legal basis for processing of personal data are:

Regulation (EU) 2018/1725 of 23 October 2018 (a2) (a) as per recital 22, second sentence

To be able to maintain and support IT systems needed for the operation of Eurojust

Purpose of the processing

The data collected by the Eurojust Service Portal are needed for:

- Eurojust to record the allocation of assets to Eurojust post-holders;
- Eurojust post-holders to login to the system to report incidents, submit requests, and ask for new/updated permissions in the systems used by Eurojust, in compliance with the relevant system policy for authorisation of access, for themselves or on behalf of other post-holders;
- Eurojust User Support, Information Management Unit and dedicated Data Management Unit staff to assess the requests submitted by the users, and track the work performed until the closure of the request;

Technical means

Your personal data are imported in the Service Portal by automatic synchronisation from the AD. The data are fully stored on premises and their access is limited to authorised users (as listed in Section 3.)

Types of personal data

Personal data collected and further processed concern Eurojust post-holders are stored in the Eurojust logs in the on premises infrastructure. The personal data are collected to allow access, usage, and troubleshooting of the Eurojust Service Portal. The following personal data are processed for Eurojust post-holders:

- a) Name;
- b) Surname;



- c) Eurojust e-mail address;
- d) Eurojust telephone number;
- e) Eurojust username.

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

For the purpose detailed above, access to your personal data is given to:

- a) Eurojust authorised post-holders from Events and Logistics Unit (User Support), Information Management Unit, and Data Management Unit for the purpose of processing and working on the requests submitted in the portal.
- b) Eurojust authorised members of the Information Management Unit (Back Office) for the purpose of supporting and troubleshooting the system.

4. How do we protect and safeguard your information?

Appropriate technical and organisational measures are in place to ensure a level of security appropriate to the risks represented by the processing and the nature of the personal data to be processed, in compliance with the Eurojust best practices and [Security Controls](#)

5. How can you verify, modify or delete your information?

You have the right to access, rectify or erase or restrict the processing of your personal data or, where applicable, the right to object to processing or the right to data portability in line with Regulation (EU) 2018/1725.

Any such request should be directed to the Controller by making use of the following email address: usersupport@eurojust.europa.eu by explicitly describing your request.

Any correction of your personal data will be taken into consideration from the data protection point of view.

Identification data of individuals can be corrected at any time.

6. How long do we keep your personal data?

The data retention is linked to the different functions of the system.

- Asset management.

The Service portal is used for asset management, and therefore the retention period is bound to the asset management data retention period.

The data retention period for asset management in accordance with the Eurojust financial regulations is 5+2 years. The personal data will be kept available in the application as long as the post-holder is active at Eurojust. After the post-holder leaves Eurojust, the data will be archived from the system and will only remain available in the system's database, accessible only to Administrators from the Information Management Unit. The data will remain available in the database for budgetary auditing, control, and for security investigations, if needed.

- Incident management.

All the personal data related to incident management will be anonymised on a yearly basis after the post-holder is no longer active at Eurojust.



7. Contact information

You have the right to access, rectify or erase or restrict the processing of your personal data or, where applicable, the right to object to processing or the right to data portability in line with Regulation (EU) 2018/1725.

Any such request should be directed to the Controller, by using the following email address: usersupport@eurojust.europa.eu , and by explicitly specifying your request.

You may also contact the Data Protection Officer of Eurojust (dpo@eurojust.europa.eu).

8. Recourse

You have the right of recourse to the European Data Protection Supervisor (EDPS) via email: edps@edps.europa.eu or following the link: https://edps.europa.eu/data-protection/our-role-supervisor/complaints_en.