



PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data.

Processing operation: Eurobarometer surveys

Data Controller: Directorate-General for Communication, Unit COMM.B.3

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1. Introduction

The European Commission (hereafter 'the Commission') is committed to protecting your personal data and to respecting your privacy. The Commission collects and further processes personal data pursuant to 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 (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reasons for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

This privacy statement concerns the processing of personal data by the Commission when managing Eurobarometer surveys, administered by the Directorate-General for Communication, Unit COMM.B.3 (Public Opinion and Citizen Engagement) and by the units responsible for dealing with processing activities related to the Eurobarometer surveys in the competent Commission department or service.

2. Why and how do we process your personal data?

The purpose of the processing is to facilitate performance and assessment of Eurobarometer surveys measuring public opinion on issues relevant to the European Union political priorities.

The opinion polls are performed among the general public as well as specific target groups. The processing of personal data is necessary for performance of an in-depth study on specific topics and analysis of long-term trends in attitudes related directly or indirectly to European affairs. The results obtained through the surveys can be used to support political initiatives, inform the decision-makers about the public opinion and prepare and/or measure the impact of communication campaign. The research performed via the opinion polls contributes to the evaluation, validation and formulation of EU policies.

The data is collected by the contractors Verian Group Belgium SA and Demoscopy srl using a software and processed manually, exclusively for the purpose of a specific Eurobarometer survey.

The surveys and interviews are conducted by Verian Group Belgium SA and Demoscopy srl, not directly by the employees of COMM.B.3.

Verian Group Belgium SA conducts face-to-face interviews by directly visiting houses. Postal addresses are selected randomly.

Demoscopy srl conducts telephone or online interviews, face-to-face interviews being also a very limited option. Concerning telephone interviews, the processor operates with automatic/random generation of numbers. Participants of online interviews are selected from a database of opt-in panels operated by Cint GmbH, part of the Demoscopy consortium.

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

3. On what legal ground(s) do we process your personal data?

We process your personal data, because:

- 1) 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);

The analysis of trends in public opinion, mainly by means of opinion polls (e.g. general public Eurobarometer ‘Standard’ or ‘Special’ surveys, ‘Flash’ Eurobarometer surveys, allowing also to survey specific populations on particular subjects, at regional, national, or European level), or qualitative surveys, together with quality control of these surveys is a task resulting from the Commission’s prerogatives at institutional level, as provided for in Article 58(2) of Regulation (EU, Euratom) 2018/1046 (Financial Regulation). This task is also laid down in Section 4.1.2 of the [Annex of Commission Decision C\(2026\)1](#) on the financing of Directorate-General for Communication’s operational activities and on the adoption of the work programme for 2026.

- 2) you have given consent to the processing of your personal data for the interview or the survey (Article 5(1)(d) of Regulation (EU) 2018/1725).

For the interviews, consent is obtained directly from you and is delivered verbally if the interview is conducted face to face or via telephone. If you give your consent, the interviewer records this on the CAPI/CATI tablet screen (a tool for computer-assisted personal interviews or computer-assisted telephone interviews). If you do not give your consent, the interview does not proceed. Online CAWI surveys (i.e. computer-assisted web interviews) are based on opt-in panels to which panellists must validate their registration via email. Each panellist is asked to provide explicit consent regarding participation and data use in accordance with the relevant data protection rules.

Regarding the data of children, the consent for processing is obtained from the holder of parental responsibility (i.e. parent or legal guardian). For this purpose, the age of the participant is asked first, and the children are asked to reach their holder of parental responsibility before starting the interview. The holder of parental responsibility receives information about the interview, before they can provide their consent and allow their children to participate.

4. Which personal data do we collect and further process?

To carry out this processing operation, the processors may collect the following categories of personal data:

- Personal data that may be collected by processor from respondents to a survey:
Prior to conducting a survey:
 - In case of face-to-face interviewing: location (e.g. city, province, country) and/or address
 - In case of telephone interviewing: phone number (landline and mobile), location (e.g. city, province, country)
 - In case of online interviewing: email addressDepending on its concrete target, additional data may be requested while conducting a survey:
 - For all types of interviews: age, gender, address, location, telephone number, employment and economic situation, civil status, number of children, level of education (age in which stopped full-time education), nationality, language spoken occasionally

- Special categories of data may be requested: racial or ethnic origin, data revealing political opinions, religious or philosophical beliefs, trade union membership, data concerning health, data concerning a natural person's sex life or sexual orientation (depending on the approved survey questionnaire content)
- The categories of data processed by the EU Login application (IAMS) are described in the record of DIGIT (DPR-EC-03187).
- The categories of data processed for the management of award procedures for procurement, grants and the selection of experts, and managing the execution of (procurement and experts) contracts and implementation of grant agreements are described in the corporate record DPR-EC-05067.
- To compile data from survey reports, the contractor holds a list of the controller's and the other processors' representatives and contact persons. The entity commissioning a survey may contact the contractor to receive the survey results and, if necessary to obtain clarifications. Personal data collected may include: first name, last name, gender, address, location, telephone number.

The Data Controller may share aggregate or de-identified information with other Commission Directorates and/or other EU institutions or third parties for archiving, scientific research or statistical purposes.

5. How long do we keep your personal data?

The Data Processor only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing.

5.1. Personal data collected by processors prior to conducting of a survey

The personal data is deleted when a survey, wave or period ends or, after 12 (twelve) months at the latest.

5.2. Personal data collected by processors while conducting a survey

The personal data is deleted when the survey, wave or period ends or, after 12 (twelve) months at the latest.

Duly anonymised data might be retained for statistical, scientific or historical research purposes.

5.3. Paper and electronic records, including ARES records kept by DG COMM

Correspondence and reports containing aggregated data as well as documents containing personal data will be archived according to the Common Commission Level Retention List (SEC(2019)900/2) and stored in ARES (Advanced Records System) under the responsibility of Secretariat-General ([DPR-EC-00536](#)) for a period of 10 (ten) years with the application of sampling and selection techniques

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the Processor (Verian Group Belgium SA and Demoscopy srl). All processing operations are carried out pursuant to the Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission's contractors are bound by a specific contractual clause for any processing operations of personal data on behalf of the Commission, and by the confidentiality obligations deriving from the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR).

To protect your personal data, the Commission has put in place several technical and organisational measures. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

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

Access to your personal data is provided to the authorised personnel of the European Commission and its contractors responsible for carrying out this processing operation according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Authorised staff of Commission contractors have access to raw data of all participants that undergoes analysis and processing. Please note that only Verian Group Belgium SA and Demoscopy srl (the processors) have access to the categories of data mentioned at Section 4, while COMM.B.3 only receives anonymised data from its processors.

Authorised staff of the Unit COMM.B.3 (the Eurobarometer team), other Commission's services as well as the authorized staff of other EU institutions, agencies and bodies, verifying data, have access only to anonymised and non-identifiable data, by logging onto the contractor's platform set up in a digital environment. The access is protected by personal login and password.

8. What are your rights and how can you exercise them?

You have specific rights as a 'data subject' under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725. As regards this processing operation, you can exercise the following rights:

- the right to access your personal data (Article 17 of Regulation (EU) 2018/1725);
- the right to rectification in the case that your personal data is inaccurate or incomplete (Article 18 of Regulation (EU) 2018/1725);
- the right to erasure of your personal data (Article 19 of Regulation (EU) 2018/1725);
- where applicable, the right to restrict the processing of your personal data (Article 20 of Regulation (EU) 2018/1725);
- the right to data portability (Article 22 of Regulation (EU) 2018/1725);
- and the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a).

If you have provided your consent the Directorate-General for Communication, Directorate B, Unit B.3. for the present processing operation, you can withdraw it at any time by notifying the Data Controller. The withdrawal will not affect the lawfulness of the processing carried out before you have withdrawn your consent.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Section 9.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. Record reference(s) as specified under Section 10) in your request.

9. Contact information

The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller, Directorate-General for Communication, Unit COMM.B.3. Public Opinion and Citizen Engagement (COMM-EUROBAROMETER-DATA-PROTECTION@ec.europa.eu).

The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information?

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following Record reference: **DPR-EC-02769**