



EUROPEAN COMMISSION

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: *Your Europe Advice*

Data Controller: *European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs, Unit B.5 – Single Market Service Center (hereinafter “DG GROW Unit B.5” or the “Data Controller”)*

Record reference: *DPR-EC-00425*

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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect 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 reason 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.

The information in relation to processing operation “*Your Europe Advice*” undertaken by the Data Controller is presented below.

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

The Data Controller processes your personal data for handling requests for advice submitted by citizens or businesses on their rights under EU law, in particular:

a) regarding enquiries and replies in the database, to reply to the enquiry, for quality control of the service provided, for statistical purposes, as supporting evidence to address structural problems in the functioning of the internal market and to produce feedback reports (which are compiled reports containing only anonymous data) for policy development;

b) regarding the database users, to ensure that only authorised users have access to the database with a correctly defined user profile.

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

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

We process your personal data, because processing is necessary for the management and functioning of the Commission, as mandated by the treaties, and more specifically Articles 1, 5, 11 and 13 of Treaty of the European Union.

Concerning enquiries, we process your personal data because you have given your consent to the processing of your personal data, for the purpose of replying to your enquiry, via a clear affirmative act by ticking a box on the online enquiry form. Your consent for this purpose can be withdrawn at any time by writing to GROW-YOUR-EUROPE-ADVICE@ec.europa.eu and GROW-B5@ec.europa.eu.

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

In order to carry out this processing operation, the Data Controller processes the following categories of personal data:

a) of enquirers: full name, gender, age scale, full address, e-mail address, telephone number, nationality, country of residence, preferred language, activity (e.g. student, employed, retired, etc.) and any other personal data contained in your enquiry;

b) for the database users: authentication data from your EU Login (mandatory), including surname, given name, EU Login ID and email address, nationality and country of residence.

We have obtained your personal data from you.

5. How long do we keep your personal data?

The Data Controller only keeps your personal data for the time necessary to fulfil the abovementioned purpose. For each of the categories of personal data that is processed, please find below the retention details:

- Enquirers' data will be erased 3 years after the reply has been provided to the enquirer. This is to allow follow-up when there are new developments after the closure of the case. After this retention period, case information is only kept in anonymous form for statistical purposes. Personal data contained in the text of an enquiry or reply is deleted by the end of the month following the reply as far as they correspond to the data indicated by the enquirer in the fields "first name" and "last name" or in the e-mail address of the enquirer.
- Authentication data will be kept in the IT system for three years after the end of your quality as authorised database user.

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 either on the servers of the European Commission or of its contractors. 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 your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States ('GDPR' [Regulation \(EU\) 2016/679](#)).

In order to protect your personal data, the Commission has put in place a number of 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 the 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 Commission staff responsible for carrying out this processing operation and to authorised staff (of the Commission's external contractor and experts) according to the "need to know" principle. Such staff abide by statutory, and when required, additional contractual or confidentiality agreements.

In addition, for the purposes of using data from the database for policy feedback purposes, an external contractor may obtain access to data after having signed a declaration on non-disclosure of personal data.

Please note that pursuant to Article 3(13) of Regulation (EU) 2018/1725 public authorities (e.g. Court of Auditors, EU Court of Justice) which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients. The further processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

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, in particular the right to access, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a), on grounds relating to your particular situation.

You have consented to provide your personal data to the data controller for the present processing operation. You can withdraw your consent at any time by notifying the data controller by writing to GROW-YOUR-EUROPE-ADVICE@ec.europa.eu and GROW-B5@ec.europa.eu. The withdrawal of your consent will not affect the lawfulness of the processing carried out before you have withdrawn the 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 Heading 9 below.

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

Any request for access to personal data will be handled within one month. Any other request mentioned above will be addressed within 15 working days.

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 Internal Market, Industry, Entrepreneurship and SMEs, Head of Unit B.5 – Single Market Service Centre, European Commission, B-1049 Bruxelles / Brussel, Belgium, e-mail: grow-your-europe-advice@ec.europa.eu and GROW-B5@ec.europa.eu.

Please note that this e-mail address cannot be used for submitting enquiries.

- The Data Protection Officer (DPO) of the Commission

In case of disagreement with the Data Controller, 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 or https://edps.europa.eu/data-protection/our-role-supervisor/complaints_en) 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 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-00425.