



**European Labour Authority**

DATA PROTECTION OFFICER

**RECORD OF PROCESSING OPERATIONS ON PERSONAL DATA**

DPR-ELA-2022- 0009 European Network of Employment Services (EURES) for jobseekers and employers

**1 PART 1: PUBLIC - RECORD (ARTICLE 31<sup>1</sup>)****1.1 GENERAL INFORMATION**

<b>Record reference</b>	DPR-ELA-2022- 0009
<b>Title of the processing operation</b>	European Network of Employment Services (EURES) for jobseekers and employers
<b>Controller entity</b>	European Labour Authority, Information and EURES Unit
<b>Joint controllers</b>	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> YES, fill in details below
<b>Processor(s)</b>	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES, fill in details below
<b>Internal organisation(s)/entity(ies) Names and contact details</b>	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> YES
<b>External organisation(s)/entity(ies) Names and contact details</b>	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES The management and development of the EURES portal:
	<b>EURES IT Unit in the European Commission:</b> Directorate-General/Service for Employment, Social Affairs and Inclusion, Unit A.4 IT Strategy and Solutions (DG EMPL.A.4) – Specific Data Processing Agreement in place.
	The support and operations of EURES portal is performed with the support of:
	In relation to the EURES HELPDESK, the external contractor below provides assistance to the ECO Sector in the ELA:
	<b>Computer Resources International Luxembourg/CRI (LUXEMBOURG) SA</b> 11 Rue de l'Industrie L-8399 Windhof (Wandhaff)
	<b>Advanced and Reliable Information Systems (ARIS)</b> Ikaroslaan 53 1930 Zaventem, Belgium
	The European Labour Authority Staff is provided with Microsoft 365 services, therefore:
	Microsoft Ireland South County Business Park, One Microsoft Place, Carmanhall and Leopardstown, Dublin, D18 P521, Ireland.
	Such processors are bound by contracts defining the terms of service, including personal data protection clauses indicating their responsibilities as provided by Regulation (EU) 2018/1725.
<b>Data Protection Officer Name and contact details</b>	Laura NUNEZ BAREZ European Labour Authority Landererova 12, 811 09 Bratislava I

<sup>1</sup> Pursuant to **article 31** of the new data protection regulation for EU institutions and bodies (**Regulation (EU) 2018/1725**) each controller and processor have to maintain a **record of processing activities** under its responsibility that contains at least the information listed under that article.

	Slovakia Email: data-protection@ela.europa.eu
<b>Corporate Record</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Language of the record</b>	English

## 1.2 PURPOSE AND DESCRIPTION OF THE PROCESSING

### 1.2.1 Purpose

The EURES (European network of employment services) is created by Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016, "EURES Regulation", and is a network of employment services to help jobseekers and employers to find each other across Europe.

EURES is a European cooperation network of employment services. It covers all European Union countries as well as Iceland, Liechtenstein, Norway and Switzerland.

The activities of the EURES network are supported by the European Coordination Office (ECO) managed by the European Labour Authority. Each participating country (31) designates a National Coordination Office (NCO), generally linked to either their Public Employment Services (PES) or their Ministry of Labour.

#### Who is who

##### European Coordination Office (ECO)

The network is coordinated at European level, by the European Coordination Office, established within the European Labour Authority. ECO manages the EURES portal and the European Job Days web platform.

##### National Coordination Offices (NCO)

Each country member of the network has appointed a National Coordination Office for EURES, responsible for coordinating the national network of Members and Partners.

##### EURES Members and Partners

The services to jobseekers and employers are provided by EURES Members and Partners.

**Public employment services (PES)** play a specific role, as they are participating and providing services as EURES Members just as other Members. Besides PES, other employment services and organisations providing services to jobseekers and employers can also participate either as EURES Members or as EURES Partners. It depends of the kind of services they offer. A EURES Member provides the full range of EURES services whereas a EURES Partner has a more limited service offer, depending on the size of the organisation or the character of the other services it normally provides.

This record aims to cover the following operations:

- processing the user account personal data to enable their authentication/authorization;
- processing personal data related to CV/professional profile and Job vacancy data (that includes some personal data in contact information) in order provide the best matching job vacancies to a jobseeker;
- processing enquiries/messages that may be exchanged between jobseekers, employers or EURES staff, conducted in a secure way in the EURES portal, including Helpdesk and Chat and
- processing personal data to send relevant news on this topic through specific newsletter: EURES & you Newsletter mailing list.

This record does not cover:

- JIRA software: In particular the JIRA software is covered by Record: 'DPR-ELA-2022-0053 EURES internal communication ticketing system - JIRA'
- Personal data related to the EURES network of the EURES portal<sup>1</sup>: In particular, this processing of personal data is linked to the processing referred to in Record "DPR-ELA-2022-0044 European Network of Employment Services (EURES) for EURES Staff".

<sup>1</sup> EURES portal administrators, EURES Unit in the ELA, IT Team in the European Commission, EURES users in the NCOs European Commission, EURES users in the National Coordination Officers (NCO) or EURES Members in the Member States.

**1.2.2 Processing for further purposes**

- Archiving in the public interest
- Scientific or historical research purposes
- Statistical purposes

Safeguards in place to ensure data minimisation

- Pseudonymisation
- Any other, specify

Anonymised CV data and job vacancy data is used for statistical purposes, to contribute to labour market statistics.

Anonymised system usage logs (user-system interactions information for both registered and non-registered users) are used to understand frequency and pattern of use of specific features and serve as input to further system development. System usage logs are also used to enable data protection and security auditing to detect abuse (such as web-crawling) or inform users on access to their data.

**1.2.3 Modes of processing**

1.  Automated processing (Article 24)
  - a.  Computer/machine
    - i.  automated individual decision-making , including profiling
    - ii.  Online form/feedback
    - iii.  Any other, specify

User account data is encoded during creation of a user account. It is processed by EURES IT system to allow user access to its personal space in EURES that gives access to additional functionalities and customization.

Identified user will be able to:

- save search profiles;
- receive and send enquiries;
- receive automated notifications on new jobs vacancies or CVs fitting predefined criteria;
- save CVs fitting employers' search criteria and
- receive newsletters and fill out EURES surveys.

2.  Manual processing
  - a.  Word documents
  - b.  Excel sheet
  - c.  Any other, specify
3.  Any other mode, specify

**Description**

CV data/profile can either be encoded by jobseekers themselves on EURES portal, or sent to EURES database via automated data transfer by EURES Members on behalf of the jobseeker.

CV data (only specific/limited data fields) is used for search, match and display by authorized users, with the goal to allow jobseekers to find optimal jobs for them

Job vacancy data can include some personal data in contact information. Job vacancy is sent via automated data transfer by EURES Members on behalf of the employer and stored in EURES database. Job vacancy data is used for search, match and display so that jobseekers can find job opportunities. Enquiries are exchanges conducted in a secure way in the EURES portal. Instead of sending direct e-mails, the first communication is done through the EURES portal. Users can decide later to provide their personal contact details.

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

**1.2.4 Storage medium**

1.  Paper
2.  Electronic
  - a.  Digital (MS documents (Word, excel, Powerpoint), Adobe pdf, Audiovisual/multimedia assets, Image files (.JPEG, .PNG, etc.))
  - b.  Databases
  - c.  Servers
  - d.  Cloud
3.  External contractor premises
4.  Others, specify

**Description:**

Some personal data are received directly from the EURES Network, according to EURES Regulation and personal data protection rules.

Once the EURES portal receives the data from a EURES Member, the ELA will be considered as Controller. The European Commission will be Processor for the data and a specific Data Processor Agreement will be signed between both institutions.

The data is stored in a database located in the Data Centre of the European Commission and access to this data is protected by an authentication mechanism. Access to the service is made available through the EUROPA web servers, also located in the Data Centre, where the portal is hosted. The data in the database is used for aggregated statistics without the possibility to refer back to the source persons. Statistics are anonymous counters losing the trace to the individual contribution of the participant records. The chat service allowing users to contact the EURES helpdesk and EURES advisers is supported by an external provider as a Software as a Service (SaaS) using a DIGIT framework contract.

**1.2.5 Comments on the processing of the data**

Security measures are continuously introduced whenever there is a need for it. All interactions with the portal involving personal information, in particular registration and log in to the EURES accounts, is submitted via secure HTTPS connections.

**1.3 DATA SUBJECTS AND DATA CATEGORIES****1.3.1 Data subjects' categories**

1. Internal to organisation	N/A
2. External to organisation	Registered jobseekers Registered employers Public/Non registered users EURES Adviser Staff

**1.3.2 Data categories/fields****Categories of personal data depending of the type of user:**

Self - registered jobseeker(s):

**Account:** Username, name, surname, address, e-mail address;  
*Non-mandatory information (optional):* phone, mobile phone, fax number, date of birth, nationality, language preferences, gender.

**CV/jobseeker profile (non-mandatory information – optional):** Educational and professional background, language and personal skills, desired location, desired occupation

**Desired employment information (non-mandatory information – optional**, as defined in the registered jobseeker profile): Preferred occupation, preferred job title, preferred position, desired location of employment, desired contract type and duration

**Saved search profiles of a registered jobseeker** (mandatory to be provided, when setting up a search profile): Name of the profile, frequency of the notification, language, e-mail (prefilled), chosen search criteria

**Enquiries (mandatory if function is applied)**: The text of the question to another user

Public/non-registered users:

E-mail address and preferred language, if they have consented to receive the newsletter.

Registered employers:

**Registered employer user data**: Company name and address, VAT or registration number; contact person name, address, telephone number, e-mail address, username

**Registered employer saved search profile**: Name of the profile, frequency of the notification, language, e-mail (pre-filled), chosen search criteria

**Saved candidates in the Registered employer profile**: Links to CVs; a status of the process (optional) and a comment (optional).

**Enquiries**: The text of the question to another user

CVs received for the EURES network (EURES Staff)

The full set of XML data in line with HR open data standards can be sent.

This includes:

Name, surname, age, nationality, birth date, gender, qualifications, education history, job experience and occupation types, future job preferences, desired remuneration and contract type, availability of driving license.

Personal data are received directly from the EURES Network, according to EURES Regulation and personal data protection rules.

Job vacancies received from EURES Network

Full set of XML data in line with HR open data standards can be sent, to provide a detailed description of the vacancy, including information on vacancy origin, the organization offering the vacancy, position title, the required qualifications, the remuneration offered, the location of the position, occupation classification, working languages, contract duration.

EURES Helpdesk (chat/Skype, telephone or E-mail)

Name, surname, e-mail address, preferred language, enquiry

Users of chat with EURES Advisers

Name, surname, e-mail address, country of residence, enquiry.

Newsletter

For self-registered users:

Name, surname, e-mail address, country of residence, language.

For non-registered users:

Email and preferred language.

**Logs**

User actions can also be logged for data protection and security auditing, to detect web crawlers (for example, number of pages viewed within a time period).

In case of misuse/abuse of the information provided by the EURES portal, ELA may initiate an investigation and with the support of the NCOs, adopt the appropriate technical and organization measures to avoid any potential damage. This process is specifically covered in the above Record 'DPR-ELA-2022-0044 European Network of Employment Services (EURES) for EURES Staff'.

The authentication of the user will be made with two-factor authentication system provided by EU Login. EU Login verifies the identity of the users and guarantees the security of their data. The process is covered by Record "DPR-EC-03187: Identity & Access Management Service (IAMS)" owned by the European Commission: Informatics (DIGIT). The European Labour Authority will not have access to these data.

**1.3.2.1 Special categories of personal data**

Indicate if the processing operation concerns any 'special categories of data' which fall(s) under Article 10(1), which shall be prohibited unless any of the reasons under article 10(2) applies:

Yes , the processing concerns the following special category(ies):

Data revealing

- racial or ethnic origin,
- political opinions,
- religious or philosophical beliefs,
- trade union membership,

Or/and,

- Genetic data, biometric data for the purpose of uniquely identifying a natural person,
- Data concerning health,
- Data concerning a natural person's sex life or sexual orientation.

N/A

**1.3.2.2 Data related to 'criminal convictions and offences'**

<b>The data being processed contain sensitive data which fall(s) under Article 11 'criminal convictions and offences'</b>	N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/>
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**1.4 RETENTION PERIOD**

Indicate the administrative time limit(s) for keeping the personal data per data category, and if known, specify the start/end date, or describe the specific start/end moment of each time limit:



Data category	Retention period	Optional	
		Start date/moment	End date/moment
Registered Jobseeker personal data	Jobseeker accounts that have not been visited for a period of <b>two years</b> will be deleted and no data will be stored. Jobseekers can at any point delete their account themselves. Jobseeker profiles stored in the system and not updated or checked by the user for a period longer than <b>twenty-six weeks</b> will no longer be accessible to employers.	From the moment the jobseekers provide/insert their data in EURES platform	At any time, if the users delete their data or after 2 years of inactivity
Registered employer personal data	Employer accounts (including search profile information, enquiry information, saved candidate list) that have not been visited for a period of <b>two years</b> will be deleted. Employers can, at any point, delete their account and their company themselves	From the moment the employer provide/insert their data in EURES platform	At any time, if the users delete their data or after 2 years of inactivity
Newsletter related personal data	until a user unsubscribes or is deleted after not having confirmed that the user wants to remain on the list.	From the moment the users gives their consent	
CV from EURES network	By default, data is not retained – each data replication cycle has the possibility to add, remove or modify data. Any modification or deletion of data or change in data processing instructions, including withdrawal of the transmission consent, made by the jobseeker in the system of the EURES Member or and Partner will be reflected in the corresponding data held on the EURES portal through the constant data replication process (based on the update frequency determined by the relevant NCO).		
Job Vacancies from EURES Network	By default, data is not retained – each data replication cycle has the possibility to add, remove or modify data. Any modification or deletion of data or change in data processing instructions, including withdrawal of the transmission consent, made by the jobseeker in the system of the EURES Member or and Partner will be reflected in the corresponding data held on the EURES portal through the constant data replication process (based on the update frequency determined by the relevant NCO).		
Chat service personal data	Unless otherwise agreed during the chat or stated elsewhere, the chat conversations may be stored for quality assurance purposes for a period not exceeding twelve months	From the moment of the first message	12 months later than the last message related to a conversation. In some specific cases, for a specific investigation, conversations could be kept longer.

Helpdesk personal data	The data collected may be stored for quality assurance purposes for a period not exceeding two years	From the moment of the first message	2 years from the last message related to a conversation.
Log files	6 months. The recommendation for logs retention is minimum 6 months. This retention period might be extended for 6 more months on specific cases, when duly justified by security reasons (e.g. ongoing investigations or similar actions).		

### Description

Specific retention period are defined in the table above.

In line with the ELA filing plan and specific retention list, all the other data will follow the general rule set up in Point 4> Operational activities> 4.1 Information and Services, files related to access to information activities and the EURES job mobility network and portal, carried out in accordance with Articles 5 and 6 of Regulation 2019/1149, should be kept no longer than **5 years**.

At any time, data subjects may contact the Information and EURES Unit at [eures@ela.europa.eu](mailto:eures@ela.europa.eu) and request the deletion of their data.

## 1.5 RECIPIENTS

Origin of the recipients of the data	
1. <input checked="" type="checkbox"/> Within the EU organization	Information and EURES Unit
2. <input checked="" type="checkbox"/> Outside the EU organization	European Commission (DG EMPL) EURES members EURES partners Registered jobseekers Registered employers Public/Non registered users Recipients

Categories of the data recipients	
1. <input checked="" type="checkbox"/> A natural or legal person	
2. <input checked="" type="checkbox"/> Public authority	
3. <input checked="" type="checkbox"/> Agency	
4. <input checked="" type="checkbox"/> Any other third party, specify	

### Description

#### Registered Job seekers:

Personal profile is selected by the user with the possibility to decide the data that will be published for employers/EURES network users to see:

Desired employment, occupation, location, desired conditions, key word/areas, sectors, education level, contract type (full-time/part time/not-specified).

#### Registered employers:

In order to have access to the EURES portal it should be done individually, but once the access is granted an account for a specific organization/company could be created and link different users to this profile.

In this company profile, the different users will have access to the search options and saved preferences already filtered for the company.

Employers can search published jobseekers CVs.

The Information and EURES Unit will have access to all data categories to the extent they have been provided authorization, on a 'need to know' basis.

All portal users can access contact details of EURES advisers.  
Job seekers and employers can mutually enquire contact details.

EURES IT Unit in the European Commission will have access to all data categories, including the log files to the extent they have provided authorization, on a 'need to know' basis.

#### **EURES Helpdesk and Chat services**

Will be only visible to the Helpdesk and the concerned job seeker/employer.

Non-registered job seekers and non-registered employers will have access to the job vacancies. They will not be able to search for specific profiles/CV without being registered.

### 1.6 INTERNATIONAL DATA TRANSFERS

<b>Transfer to third countries or international organisations of personal data</b>	
<b>1. Transfer outside of the EU or EEA</b>	
<input type="checkbox"/> N/A, transfers do not occur and are not planned to occur <input checked="" type="checkbox"/> YES,	
Country(ies) to which the data is transferred	Iceland, Liechtenstein, Norway (EEA) and Switzerland
<b>2. Transfer to international organisation(s)</b>	
<input checked="" type="checkbox"/> N/A, transfers do not occur and are not planned to occur <input type="checkbox"/> Yes, specify further details about the transfer below	
Names of the international organisations to which the data is transferred	
<b>3. Legal base for the data transfer</b>	
<input checked="" type="checkbox"/> Transfer on the basis of the European Commission's <b>adequacy decision</b> ( <i>Article 47</i> ) <input type="checkbox"/> Transfer subject to <b>appropriate safeguards</b> ( <i>Article 48.2 and .3</i> ), specify:	
2. (a) <input type="checkbox"/> A legally binding and enforceable instrument between public authorities or bodies. Standard data protection clauses, adopted by (b) <input type="checkbox"/> the Commission, or (c) <input type="checkbox"/> the European Data Protection Supervisor and approved by the Commission, pursuant to the examination procedure referred to in Article 96(2) . (d) <input type="checkbox"/> Binding corporate rules, <input type="checkbox"/> Codes of conduct , <input type="checkbox"/> Certification mechanism pursuant to points (b), (e) and (f) of Article 46(2) of Regulation (EU) 2016/679, where the processor is not a Union institution or body.	
3. Subject to the authorisation from the European Data Protection Supervisor:	
<input type="checkbox"/> Contractual clauses between the controller or processor and the controller, processor or the recipient of the personal data in the third country or international organisation. <input type="checkbox"/> Administrative arrangements between public authorities or bodies which include enforceable and effective data subject rights.	
<input type="checkbox"/> Transfer based on an <b>international agreement</b> ( <i>Article 49</i> ), specify	
<b>4. Derogations for specific situations</b> (Article 50.1 (a) –(g))	
<input checked="" type="checkbox"/> N /A	

**Description**

On the basis of Article 45 of Regulation (EU) 2016/679, the European Commission, has determined that Switzerland has an adequate level of protection<sup>1</sup>, therefore no further safeguard is needed. \*

**1.7 INFORMATION TO DATA SUBJECTS ON THEIR RIGHTS**

<b>Rights of the data subjects</b>
<i>Article 17 – Right of access by the data subject</i>
<i>Article 18 – Right to rectification</i>
<i>Article 19 – Right to erasure (right to be forgotten)</i>
<i>Article 20 – Right to restriction of processing</i>
<i>Article 21 – Notification obligation regarding rectification or erasure of personal data or restriction of processing</i>
<i>Article 22 – Right to data portability</i>
<i>Article 23 – Right to object</i>
<i>Article 24 – Rights related to Automated individual decision-making, including profiling</i>

**1.7.1 Privacy statement**

The data subjects are informed about their rights and how to exercise them in the form of the a privacy statement attached to this record.

**Publication of the privacy statement**

Published on website

Web location:

- ELA internal website  (URL: SharePoint on Personal Data Protection )
- External website  (URL: <https://ec.europa.eu/eures/public/en/data-protection-statements> )

Other form of publication, specify

Relevant Privacy Statements will be made available to the users when accessing to the EURES portal.

Guidance for Data subjects which explains how and where to consult the privacy statement is available and will be provided at the beginning of the processing operation.

**Description:**

An explanation of the guidance on how and where to consult the privacy statement

All data protection statements are published and accessible on the EURES portal:

- Privacy Statement for jobseekers
- Privacy Statement for employers
- Privacy Statement for EURES Helpdesk
- Privacy Statement for EURES Newsletters
- Privacy Statement for Chats with EURES Advisers in the EURES Portal

All data subjects have to agree that their personal data is processed in accordance with the data protection statement before they register.

In order to provide a simple structure of the different processes performed under the EURES portal, a specific record and privacy statement has been created for:

<sup>1</sup>2000/518/EC: Commission Decision of 26 July 2000 pursuant to Directive 95/46/EC of the European Parliament and of the Council on the adequate protection of personal data provided in Switzerland

- the specific pilot on the EU Talent Pool Pilot project – Record ‘DPR-ELA-2022- 0048 EU Talent Pool Pilot project in the EURES portal for persons displaced from Ukraine’. The information provided there is included in this general record in order to provide complete and accurate information to the different users of the EURES portal.
- The EURES Network of the EURES portal – Record ‘DPR-ELA-2022-0044 European Network of Employment Services (EURES) for EURES Staff’.
- The EURES JIRA communication tool – Record ‘DPR-ELA-2022-0053 EURES internal communication ticketing system - JIRA’

## 1.8 SECURITY MEASURES

Short summary of overall Technical and Organizational Measures implemented to ensure Information Security:

### **Description:**

After the commencement of the European Labour Authority’s activity (August 1st, 2021) the Authority is replacing the European Commission (the “Commission”) in managing the European Coordination Office of the European network of employment services (EURES).

However according to Article 6 of Regulation 2019/1149 establishing a European Labour Authority, the Commission will continue to ensure the provision of IT and the operation and development of IT infrastructure.

Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission

### Specific measures in place:

Databases and repositories operate on controlled access, limited to the persons needing it.

Access to the secured parts of the EURES application is controlled through an authentication and authorisation mechanism managed within the application.

Access to EURES environments from outside the European Commission is strictly limited to contractors responsible for the development and maintenance of EURES, through a Security Convention defined in collaboration with HR.DS.