

PROTECTION OF YOUR PERSONAL DATA

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

EURES Helpdesk

Processing operation:

- European Network of Employment Services (EURES) for jobseekers and employers
- European Network of Employment Services (EURES) for EURES Staff

Data Controller: European Labour Authority, Information and EURES Unit

Record reference: DPR-ELA-2022- 0009 and Record DPR-ELA-2022-0044

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1. Introduction

The European Labour Authority (hereafter 'ELA') is committed to protect your personal data and to respect your privacy. ELA 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 '**European Network of Employment Services (EURES): EURES Helpdesk**' undertaken by European Labour Authority, Information and EURES Unit is presented below.

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

Purpose of the processing operation: The Information and EURES Unit collects and uses your personal information to process enquiries/messages that may be exchanged between jobseekers, employers or EURES staff with the Helpdesk (by telephone, by chat or Skype or by e-mail).

Your personal 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:

For jobseekers and data employers:

According to Article 5(1)(d) of Regulation (EU) 2018/1725, you have given consent to the processing of your personal data for one or more specific purposes.

For the EURES network users (EURES staff):

According to Article 5(1)(a) of Regulation (EU) 2018/1725, 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 body.

Legal basis:

- Regulation (EU) 2019/1149 of the European Parliament and of the Council of 20 June 2019 establishing a European Labour Authority.
- Regulation (EU) 2016/589 , "the EURES Regulation", and in particular its Chapter III, defines the purposes of the processing, namely to enable matching of job vacancies with CVs/Jobseeker profiles and sets out general conditions for the processing.
- Further provisions for the data processing, in particular with regard to the roles and responsibilities of the various parties involved in the processing are laid down in the Commission Implementing Decision (EU) 2017/1257.

We do not process **special categories of personal data**, therefore Article 10 of the Regulation does not apply.

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

In order to carry out this processing operation, the Information and EURES Unit collects the following categories of personal data:

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

For jobseekers and data employers:

The provision of personal data is not mandatory.

For the EURES network users (EURES staff):

We have obtained your personal data from the specific EURES National Coordination Office.

The provision of personal data is mandatory, as needed for the management of the EURES Portal, following the structure created by the EURES Regulation (Regulation (EU) 2016/589), in particular Article (12)(4).

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.

5. How long do we keep your personal data?

The Information and EURES Unit only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for **2 years** from the last message related to a conversation.

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 Labour Authority or of its contractors.

ELA’s contractors are bound by a specific contractual clause for any processing operations of your data on behalf of ELA, and by the confidentiality obligations deriving directly from the General Data Protection Regulation in the EU Member States (‘GDPR’ [Regulation \(EU\) 2016/679](#).)

In order to protect your personal data, ELA has put in place a number of technical and organisational measures in place. 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 ELA staff responsible for carrying out this processing operation and to authorised staff according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

International data transfers:

For jobseekers and employers

If you have agreed, the controller will transfer your personal data to the relevant stakeholders in Iceland, Liechtenstein, Norway and Switzerland.

The controller will transfer your personal data based on an adequacy decision of the European Commission for Switzerland¹.

For the EURES network users (EURES staff):

The controller will transfer your personal data to the relevant stakeholders in Iceland, Liechtenstein, Norway and Switzerland.

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, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

For the EURES network users (EURES staff):

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.

For jobseekers and data employers:

You have consented to provide your personal data to the Information and EURES Unit for the present processing operation. You can withdraw your consent at any time by notifying the Data Controller. The withdrawal 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.

9. Contact information

- The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have

¹ 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

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:

eures@ela.europa.eu

- **The Data Protection Officer (DPO) of ELA**

You may contact the Data Protection Officer (data-protection@ela.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?

ELA Data Protection Officer (DPO) publishes the register of all processing operations on personal data by ELA, which have been documented and notified to him. You may access the register via the following link: <https://www.ela.europa.eu/en/privacy-policy>

This specific processing operation has been included in the DPO's public register with the following Record reference: DPR-ELA-2022- 0009 European Network of Employment Services (EURES) for jobseekers and employers and Record DPR-ELA-2022-0044 European Network of Employment Services (EURES) for EURES Staff.