

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: European Network of Employment Services (EURES) for EURES Staff

Data Controller: European Labour Authority, Information and EURES Unit

Record reference: 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) for EURES network*' 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 your user account and grant you access to specific EURES functionalities requiring authentication and perform your task in the EURES portal as per EURES Regulation.

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, according to Article 5(1) of Regulation(EU) 2018/1725:

(a) 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;

AND

(b) the processing is necessary for compliance with a legal obligation to which the controller is subject.

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 of the European Parliament and of the Council of 13 April 2016 on a European network of employment services (EURES), workers' access to mobility services and the further integration of labour markets,
- Commission Implementing Decision (EU) 2017/1257 of 11 July 2017 on the technical standards and formats required for a uniform system to enable matching of job vacancies with job applications and CVs on the EURES portal

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:

Regarding the EURES portal:

EURES network users ¹ and EURES Advisers
<p>Profile: Username, name, surname, E-mail address, organisation, primary function, address, comment to the EURES helpdesk, contact languages, country, cross-border partnership.</p> <p>Saved search profiles: name of the profile, frequency of the notification, language, e-mail, chosen search criteria.</p> <p>Saved candidates: Links to CVs; a status of the process (optional) and a comment (optional).</p> <p>General info and activities: information contained in extranet and collaboration workspace: in the chat function: users can see who is online, their name and a short status message, in the “Who is who”: users can be searched for by name, organization and language spoken; uploaded documents or comments include the name and surname of the contributor.</p> <p>Enquiries: The text of the question to another user</p> <p>Trainings: courses completed.</p> <p>User names, e-mails linked and passwords related to their authentication.</p> <p>Availabilities.</p>

EURES administrators ² (in the ELA, in the IT Sector in the European Commission and staff from the external contractor acting as EURES Helpdesk)
<p>Internal data (only EURES administrators have access to it): Logs, documents uploaded by EURES network users and EURES advisers.</p> <p>EURES Helpdesk</p> <p>Enquiries can be submitted via telephone, online chat or e-mail.</p> <p>In order to further support the EURES network users of the helpdesk, the following information needs to be gathered:</p> <p>Name and surname, e-mail, country of residence, preferred language, type of EURES network user and specific question/concern/request.</p>

¹ As **EURES network users** the following roles are included: EURES member/partner line manager, EURES member/partner coordinator, NCO Sector member, NCO support staff, National Coordinator, ECG representative, Cross Border Partnerships (CBP) Coordinator, CBP expert, EURES Training Coordinator, EURES Training expert, Single point of Contact (SPOC) Communication, SPOC Interoperability/ Interoperability Coordinator, ECO Sector member, ECO support staff, EURES delivery staff, EURES delivery support staff and Interoperability staff.

² As **EURES administrators** the following roles are included: in the ELA, in the IT Sector in the European Commission and staff from the external contractor acting as EURES Helpdesk.

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.

The provision of personal data is mandatory to meet a legal requirement: EURES Regulation. If you do not provide your personal data, we will not be able to fulfil our duties.

We have obtained your personal data from your National Coordination Officer.

5. How long do we keep your personal data?

Information and EURES Unit only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing. Data is stored in the system as long as the registered user is active in the EURES network. If a user is unregistered the data will be deleted, except information related to messages and documents posted on the Extranet and only insofar as the information is necessary to identify the originator or sender of the message or document in question.

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.

Some of the EURES network users, the EURES advisers, are publicly available (Name and surname, e-mail, country of residence, preferred language and availabilities).

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.

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 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 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:

ela-eures-ecg@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-2022-0044 European Network of Employment Services (EURES) for EURES Staff.