

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: ELA ICT Ticket system

Data Controller: European Labour Authority, ICT and facilities, (ELA ICT Team)

Record reference: DPR-ELA-2022-0042

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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 "ELA ICT Ticket system" undertaken by ELA ICT Team is presented below.

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

Purpose of the processing operation: ELA ICT Team collects and uses your personal information to maintain an IT ticketing system that is used to register all requests from ELA users for IT services, including; requests for IT equipment, repairs and configuration of existing equipment and interventions by the ELA ICT Helpdesk. Requests by users are normally made in the system automatically using the functional email account: ithelpdesk@ela.europa.eu

Alternatively requests may be added manually by staff of the ELA ICT Helpdesk.

Requests are logged in the system by the user's name and email address. The ELA ICT ticket system allows the status of user requests for IT work to be monitored and allocated appropriately to IT support staff. Tickets are closed by the ELA ICT Helpdesk on resolution of the problem or delivery of the service/equipment. The purpose of this processing of personal data is to implement an efficient & secure IT environment for all persons working at ELA.

In this particular process:

- Internal Helpdesk is provided by CANCOM.
- M365 Support is provided by ORAMIX.
- ELA ICT could also request support direct to Microsoft and Microsoft will be able to contact users direct, if ELA ICT assign the tickets directly to them.

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)(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.

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 ELA ICT Team collects the following categories of personal data:

- User name (first name, last name)
- Email address.
- The subject of the ticket will be the incident reported by the end user.
- Log files.

The provision of personal data is mandatory to meet a statutory requirement: Regulation (EU) 2019/1149 of the European Parliament and of the Council of 20 June 2019 establishing a European Labour Authority. If you do not provide your personal data, we will not be able to perform our duties.

5. How long do we keep your personal data?

ELA ICT Team only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for 6 months after the resolution of the request/incident.

- Data Subject information within the Ticket system will be reviewed daily by the Help Desk staff. During this process outstanding tickets are allocated to appropriate IT staff for further treatment. Furthermore the Help Desk will delete ticket entries that have been resolved more than 6 months ago.
- Log files entries containing "From" and "To" email message information: are retained on the Ticket system server for a maximum of 6 months.

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.

Processing is restricted to the ELA ICT Team and external contractors depending on the topic of the consultation/request (CANCOM (ICT Helpdesk), ORAMIX (M365 Support) and Microsoft staff if tickets are assigned to them)

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:

ithelpdesk@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-2022-0042: ELA ICT Ticket system.