



**European Labour Authority**

DATA PROTECTION OFFICER

**RECORD OF PROCESSING OPERATIONS ON PERSONAL DATA**

DPR-ELA-2023-0016 360° Feedback Programme for managers in the European Labour Authority

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

|   |   |
|---|---|
| <b>Record reference</b>   | DPR-ELA-2023-0016 360°  |
| <b>Title of the processing operation</b>                          | 360° Feedback Programme for managers in the European Labour Authority   |
| <b>Controller entity</b>  | The European Labour Authority, Resources Unit, Human Resources Sector (ELA HR Sector)   |
| <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   |
| Names and contact details   |   |
| External organisation(s)/entity(ies)<br>Names and contact details | <input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES<br><br>Microsoft Ireland South County Business Park, One Microsoft Place, Carmanhall and Leopardstown, Dublin, D18 P521, Ireland.<br><br><u>External contractor</u><br>Greenhouse Group<br>Rue de la Montagne 54-56b.3B-1000 Bruxelles<br><br>The European Labour Authority's contractors are bound by a specific contractual clause for any processing operations of personal data on behalf of the European Labour Authority, and by the confidentiality obligations deriving from the General Data Protection Regulation. |
| <b>Data Protection Officer</b><br>Name and contact details        | Laura NUNEZ BAREZ<br>European Labour Authority<br>Landererova 12,<br>811 09 Bratislava I<br>Slovakia<br>Email: data-protection@ela.europa.eu  |
| <b>Language of the record</b>                                     | English   |

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<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.

## 1.2 PURPOSE AND DESCRIPTION OF THE PROCESSING

### 1.2.1 Purpose

As part of the European Labour Authority's policy on talent management, more specifically with regards to facilitating and supporting managers' further professional development, ELA HR Sector has developed a 360° Feedback Programme. This programme aims to provide managers with a rounded view of their leadership capabilities to better understand their strengths, to provide insights into areas of their work and skills that need development and to bring new awareness of their leadership style and of how their behaviour impacts others and drives performance.

To allow participants and respondents to reply to an online survey and to compile the results in one single report, the European Labour Authority (ELA) has to:

- a) identify the potential participants and respondents and
- b) transmit this information to an external service provider who will conduct the survey on a dedicated external website and compile the information in a report.

The report is the basis for a series of confidential discussions between the participating manager and a human resources expert from the external service provider and acts as a starting point for further professional development.

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

### 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

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

#### Description

Interviews and specific process(es) performed by the external contractor.

### 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

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

HR Sector will choose the participating managers responding to the assessment. The participating manager will be free to choose who else should answer the 360 assessment (the so-called: 'peers' = people they have worked closely with over 6 months)

**1.3 DATA SUBJECTS AND DATA CATEGORIES**

**1.3.1 Data subjects' categories**

|                             |  |
|-----------------------------|--|
| 1. Internal to organisation | ELA managers (Executive Director, Head of Units and Head of Sectors)<br><br>Hierarchical superior(s), peers within the Unit, managers falling within the hierarchical reach of the participating manager as well as direct reports of the participating manager all constitute the group of respondents. |
| 2. External to organisation | Coaches from the external contractor   |

**1.3.2 Data categories/fields**

Indicate the categories of data that will be processed

In order to carry out this processing operation, two types of data are collected and processed by the HR Sector:

- a) Data relating to the participating manager: Name, role and email.
- b) Data relating to respondents: Name, role and email.

Respondents are selected by the participating manager.

Respondents evaluate the participating manager on the competencies set out in the competency profile through around thirty closed questions and a limited number of open ones. All competencies are surveyed with three statements highlighting different aspects of each competency. Respondents rate the performance of each participating manager against each statement and indicate to which extent they consider the competency relevant and important. Finally, respondents reply to open questions relating to the participating manager's management style and other related aspects. As part of the process, the participating manager is asked to complete his/her self-evaluation against the same set of statements as the ones presented to the respondents.

**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

|   |
|---|
| <input type="checkbox"/> racial or ethnic origin,<br><input type="checkbox"/> political opinions,<br><input type="checkbox"/> religious or philosophical beliefs,<br><input type="checkbox"/> trade union membership,<br><br>Or/and,<br><input type="checkbox"/> Genetic data, biometric data for the purpose of uniquely identifying a natural person,<br><input type="checkbox"/> Data concerning health,<br><input type="checkbox"/> Data concerning a natural person's sex life or sexual orientation.<br><br><input checked="" type="checkbox"/> 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"/><br>Yes <input type="checkbox"/> |
| <b>Description:</b>   |   |

**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                     |
|---------------------|--------------------------------------|
| All data categories | 1 year from the reply to the survey. |

Personal data is kept by HR Sector for no longer than is necessary for the purposes of the Programme, i.e. as long as participants pursue follow-up actions in relation to the 360° feedback programme or until the next time the managers participate in the 360° Feedback programme **with a maximum of one year.**

For all justified legitimate requests received by the controller, a response will be given within 15 working days from the day HR Sector received the correspondence.

**1.5 RECIPIENTS**

| Origin of the recipients of the data                               |   |
|--|---|
| 1. <input checked="" type="checkbox"/> Within the EU organization  | HR Sector staff on a need to know basis |
| 2. <input checked="" type="checkbox"/> Outside the EU organization | External contractor: Greenhouse Group   |

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

**Description**

The ELA HR Sector in Resources Unit will have access to:

- Name, role and e-mail of participating managers;
- Name, role and e-mail of list of potential respondents.

The external contractor will have access to:

- Name, role, and e-mail of participating manager;
- Name, role and e-mail of respondents

For each manager a coach is selected and the full report will be shared with him/her to discuss with the assigned manager.

Participating manager will have access to:

- Full report with:
  - \* the anonymous aggregated results per competency cluster, per competency and per respondent group, including a graph with the overall score per competency;
  - \* all answers to the open questions, reproduced verbatim;
  - \* an overview of three competencies which would most benefit from further development

**Note:** The full report and detailed findings are discussed between the external consultant and the participant alone.

The report is not shared with the hierarchical superior of the participating manager nor is it shared with ELA HR Sector. The report belongs exclusively to the participant and only the participant can decide to share it with others.

**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 checked="" type="checkbox"/> N/A, transfers do not occur and are not planned to occur<br><input type="checkbox"/> YES,  |  |
| Country(ies) to which the data is transferred  |  |
| <b>2. Transfer to international organisation(s)</b>  |  |
| <input checked="" type="checkbox"/> N/A, transfers do not occur and are not planned to occur<br><input type="checkbox"/> Yes, specify further details about the transfer below |  |
| Names of the international organisations to which the data is transferred  |  |

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

| <b>Rights of the data subjects</b>   |
|--|
| <p><i>Article 17 – Right of access by the data subject</i></p> <p><i>Article 18 – Right to rectification</i></p> <p><i>Article 19 – Right to erasure (right to be forgotten)</i></p> <p><i>Article 20 – Right to restriction of processing</i></p> <p><i>Article 21 – Notification obligation regarding rectification or erasure of personal data or restriction of processing</i></p> |

*Article 22 – Right to data portability*

*Article 23 – Right to object*

*Article 24 – Rights related to Automated individual decision-making, including profiling*

### 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://www.ela.europa.eu/en/privacy-policy>)

Other form of publication, specify

Guidance on data subjects' rights available on ELA main website.

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:

The data subjects can contact at any time the controller in order to consult or modify their data.

### 1.8 SECURITY MEASURES

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

#### Description:

All data in electronic format (e-mails, documents, uploaded batches of data etc.) are stored either on the servers of the European Labour Authority or of its contractors.

The European Labour Authority's contractors are bound by a specific contractual clause for any processing operations of personal data on behalf of the European Labour Authority, and by the confidentiality obligations deriving from the General Data Protection Regulation.

In order to protect personal data, the European Labour Authority 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.