

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: Volunteer tester pool for communication products, digital interfaces, UX/UI tests and information materials

Data Controller: European Labour Authority, Information Sector – EURES and Information Unit

Record reference: DPR-ELA-2026-0007

Table of Contents

- 1. Introduction**
- 2. Why and how do we process your personal data?**
- 3. On what legal ground(s) do we process your personal data?**
- 4. Which personal data do we collect and further process?**
- 5. How long do we keep your personal data?**
- 6. How do we protect and safeguard your personal data?**
- 7. Who has access to your personal data and to whom is it disclosed?**
- 8. What are your rights and how can you exercise them?**
- 9. Contact information**
- 10. Where to find more detailed information?**

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 carried out by the Information Sector – EURES and Information Unit, which manages a structured pool of volunteer testers for ELA communication and digital products is presented below.

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

Purpose of the processing operation:

The Information Sector collects and uses your personal data to establish and manage a pool of individuals who voluntarily agree to be contacted by ELA for participation in testing, consultation, and feedback activities related to ELA's communication, information and digital services. The pool enables Information Sector to identify and invite suitable participants for activities aimed at assessing, developing, improving or evaluating communication products, information materials, digital services, websites, user interfaces, campaigns, surveys, studies, focus groups and other user-centered activities.

Personal data is processed to manage participation, match volunteers to relevant activities, communicate with selected participants and collect feedback that supports the design, effectiveness and continuous improvement of ELA's services, products and communication activities.

Inclusion in the pool does not automatically enroll an individual in a specific activity. Participation in each activity is voluntary, and selected individuals will receive relevant information about the activity and the processing of their personal data before deciding whether to participate.

Your personal data will not be used for automated decision-making, including profiling.

3. On what legal ground(s) do we process your personal data

We process your personal data because the data subject has given consent to the processing of his or her personal data for one or more specific purposes (Article 5(1)(d) of Regulation (EU) 2018/1725).

You submit basic contact and profile data via an EU Survey form or through other voluntary mechanisms established by ELA for the purpose of joining the tester pool.

4. **Which personal data do we collect and further process?** To carry out this processing operation, the Information Sector collects the following categories of personal data:

Registration on the pool of testers

The categories of personal data collected when registering online and further processed are for each data subject:

- Identity and contact details: name, surname, email address,
- Participant category (ticking the boxes, e.g. worker, employer, social partner, representative of a national authority, academic/researcher, NGO representative, other)
- Professional sector
- Languages

Participation management data

The categories of personal data processed for the administration and management of the tester pool are, for each data subject:

- Date of registration in the tester pool
- Consent records
- Withdrawal or opt-out requests

Participation in testing, consultation, research and feedback activities

Only personal data necessary for participation in a specific testing, consultation, research or feedback activity will be collected and processed. The categories of personal data may vary depending on the nature and objectives of the activity. The relevant privacy statement will describe the categories of personal data processed and the purposes of the processing. Categories of personal data most frequently processed may include:

- Responses to surveys and questionnaires
- Feedback, comments, opinions and suggestions
- Responses provided during interviews, focus groups, usability testing and other user research activities
- Audio, image or audiovisual data, where recording forms part of the activity and participants have been informed accordingly

Furthermore, participants may spontaneously provide other, non-requested personal data in the context of their reply to an activity.

Participation in specific activities is completely voluntary.

5. **How long do we keep your personal data?**

The Information Sector keeps your personal data for as long as you remain an active member of the tester pool, and for a maximum of three years from the last recorded interaction with the participant (e.g., registration, participation in an activity or confirmation of interest). If no interaction occurs within this period, the data is deleted or anonymised.

Data linked to specific testing activities (recordings, detailed feedback) is retained in accordance with the retention period specified in the project-specific privacy statement and the applicable ELA retention policy.

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.

Where external contractors are involved in the organisation or facilitation of testing sessions, they are bound by specific contractual clauses for any processing of your data on behalf of ELA, and by the confidentiality obligations under the GDPR (Regulation (EU) 2016/679).

ELA has put in place technical and organisational measures to protect your personal data, including online security controls, measures to prevent data loss or unauthorised access, and access restrictions limited to authorised persons with a legitimate need to know for the purposes of this processing operation.

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.

Where a testing session is organised or facilitated by an external contractor working with ELA, that contractor may have access to the personal data of volunteers who have accepted a specific project invitation and provided their consent. The contractor processes such personal data solely on ELA’s behalf and in accordance with contractual obligations and instructions established by ELA.

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 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, information@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: [Privacy policy | European Labour Authority](#)

This specific processing operation has been included in the DPO's public register with the following Record reference: DPR-ELA-2026-0007- Volunteer tester pool for communication products, digital interfaces, UX/UI tests and information materials.