

01 - Title of personal data processing	Stakeholder Relations Management (SRM)
02 - Reference	71
03 - Submission Date	07/10/2017
04 - Last update	5/14/2020
Part A of RECORD of processing activities according to Article 31 Regulation 2018/1725 (publically available)	Please consult the relevant EDPS guideline in your sector, if it exists, or: https://edps.europa.eu/data-protection/our-work/our-work-by-type/guidelines_en (this url is not working with Internet Explorer, use Chrome or Firefox).
Controller(s) of data processing operation (Article 31.1(a))	In case of more than one controller, see Article 28.
05 - Name and contact details of controller	
Controller	CARR Christopher
Unit-Sector	Executive Office and Communication Unit
Controller's email	communication@era.europa.eu
06 - DPO	DataProtectionOfficer@era.europa.eu 120 Rue Marc Lefrancq, 59300 Valenciennes, France Tel. +33 (0) 32 70 96 500
07 - Name, contact details of joint controller (where applicable)	
08a - Who is actually conducting the processing? (Article 31.1(a))	The data is processed by ERA (responsible unit) itself
08b - Name and contact details of processor (where applicable)	Third Party: Microsoft Dynamics CRM Click Dimensions
Purpose of the processing (Article 31.1(b))	The reason why the personal data are processed and what is intended to achieve and the underlying reason for the processing. The individual steps used for the processing are described.If there is the need (later on) to further process the data for another purpose, the Data Subject must be informed in advance.

09 - Purpose of processing

ERA processes personal data of stakeholders to:

- Facilitate contacts, consultation, review of work progress, as well as exchange of information and views between the Agency and its stakeholders
- Organise and manage events, meetings or other activities, (including reimbursement)
- Manage access to ERA extranet, registers and to the One-Stop Shop
- Inform about ERA's activities
- Manage online surveys on specific topics relating to our activities

Description of data subjects and personal data categories (Article 31.1(c))

Description of the categories of persons affected and which data about them will be processed.

10a - Data Subjects

ERA has identified two main types of stakeholders:

- Engaged stakeholders: have an inherent interest in, and influence on, the activities and governance of ERA (EU) 2016/796
- Generic stakeholders: everybody who are no engaged stakeholder but have an interest in the ERA activities.

10b - Personal data

The following personal data may be collected:

Personal details: first name, last name, category, user name, job title, organisation/company name, e-mail address(es), phone(s), , country, address, picture,

Financial details: bank account information, supporting evidence submitted for reimbursement (only for entitled stakeholders)

In addition, the stakeholder can select communication preferences by subscribing to the following subscription lists:

Agency newsletter

Surveys relevant to ERA activities

Ad-hoc information

Invitations to events

ERA can make connections with other contacts (e.g. hierarchical relationship) in order to classify them and establish marketing lists. The collected data are classified in stakeholder categories, companies/organisations, workgroups and marketing lists. The Agency's SRM system has an integrated Outlook client which means that the content of emails can be viewed or stored in the SRM system. Communications made via the SRM also allow scores about frequency of interactions of the contact with the system, e.g.

Retention time (Article 31.1(f))

For how long data is retained and the related justification for this retention period? If appropriate, differentiate between the categories of personal data. If the retention period is unknown, please indicate the criteria for determining it.

11 - Time limit for keeping the data
Personal data regarding stakeholders will be kept until they exercise their rights to have it deleted. However, data received via the contact us-form on the website will be put on 'inactive', when requested and deleted after the mandatory (anonymized) reporting on access to documents requests to the Management Board once a year. Financial data will be kept for 7 years.

Recipients of the data (Article 31.1(d))
Recipients are all people to whom the personal data are disclosed (“need to know principle”). Not necessary to mention entities that may have access in the course of a particular investigation (e.g. OLAF, EO, EDPS).

12 - Recipients of the data
Personal data stored in the SRM may be accessed by ERA staff and contractors under the direct supervision of ERA staff.

Data records found not to meet applied standards are deleted.

From time to time, in order to validate data or in relation to particular campaigns (e.g. user satisfaction surveys carried out on behalf of ERA or focus groups), contact details (name, emails, addresses) may be transferred to third parties provided that an adequate level of protection (within the meaning of Article 9 of the Regulation (EU) 2018/1725) is ensured, in particular where the Controller adduces adequate safeguards (e.g. use of appropriate contractual clauses) with respect to the protection of the privacy and fundamental rights and freedoms of the data subjects concerned.

Transfers to third countries or International Organisations (Article 31.1(e))
If the personal data are transferred outside the EU, this needs to be specifically mentioned, since it increases the risks of the processing operation (Article 47).

13 - Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?

General description of security measures, where possible (Article 31.1(g))
Please specify where the data are stored (paperwise and/or electronically) during and after the processing. Specify how they are protected ensuring “confidentiality, integrity and availability”. State in particular the “level of security ensured, appropriate to the risk”.

14 - How is data stored? What are the security measures implemented?

Appropriate organizational and technical security measures are ensured according to the data protection legislation applicable to EU institutions and bodies.

Data might be stored temporarily on the servers of our processor, ClickDimensions. For more information on the processing of your data by ClickDimensions please follow this link: <http://help.clickdimensions.com/common-questions-about-clickdimensions-security/>.

Information/Transparency (Article 14-15)

Information shall be given in a concise, transparent and easily accessible form, using clear and plain language.

15 - For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable) see the data protection notice

You have the right to access your personal data, which is the right to obtain confirmation about your data processed by the Agency and the right to ask for the correction of any inaccurate or incomplete personal data. You have also the right to object to the processing or request to erasure of your personal data, which will be implemented as soon as your specific request will have been deemed legitimate.

If you have any queries concerning the processing of your personal data, you may address them to the data Controller. You will find the address in the contacts below.

In order to exercise your rights as data subjects you are invited to contact the Controller by email at communication@era.europa.eu.

Any other questions on the stakeholder relationship management can be sent using the contact us-form on the ERA website, selecting as topic of request: 'User management of workgroups'.

In case you have any questions related to the protection of your personal data, you can contact the ERA Data Protection Officer at DataProtectionOfficer@era.europa.eu.

You have at any time the right of recourse to the European Data Protection Supervisor at edps@edps.europa.eu.

15a - Data subject rights	Right to have access Right to rectify Right to erase ("right to be forgotten") Right to object
16 - Legal Basis	Agency Regulation (EU) 2016/796, Regulation (EC) 45/2001
17 - Lawfulness of processing	<p>The agency collects and processes your personal data in compliance with Article 5(a) and (b) of the EUI Data Protection Regulation:</p> <p>(a) 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;</p> <p>(b) Processing is necessary for compliance with a legal obligation to which the controller is subject</p> <p>The processing of personal data for all other purposes (generic stakeholders) who have an interest in ERA activities and have voluntarily chosen to be added to the SRM is lawful based on their consent (Article 5 (d) of the EUI Data Protection Regulation).</p>
18 - Data minimisation	
19 - Accuracy	

20 - Threshold assessment, fill in the specific Threshold assessment-Risks entry in sharepoint.

Some risky processing operations require additional safeguards and documentation.

Special category of data is considered:

1.data relating to health, (suspected) criminal offences or otherwise considered sensitive ('special data categories');

2.evaluation, automated decision making or profiling;

3.monitoring data subjects;

4.new technologies that may be considered intrusive.

Yes/No, if yes, mention which one from the above it is under field 21 below

If any of these data concerned, you need to do a DPIA-see DPIA procedure.

21 - Special category data