

01 - Name of processing	Incoming/outgoing Mail Registration System
02 - Reference	67
03 - Submission Date	27-07-16
04 - Last update	26-06-20
05a - Controller	CARR Christopher
05b - Unit-Sector	Executive Office and Communication Unit
05c - Controller's email	AOD.exo@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 and 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)	Initiation of the workflow in MRS (scanning of paper mail) is ensured by the reception, the activity of which is outsourced to Phone Régie (943 avenue de la République, 59700 Marcq-en-Barœul)
09 - Purpose of processing	<p>The overall purpose of the MRS is to meet the Agency's objectives as established in the ERA regulation and developed in the Single Programming Document (SPD) and equitably satisfy its stakeholders. The data collection will allow an efficient management of the mail flow, i.e. for the traceability, facilitating the enable the mail correspondence between the Agency and its stakeholders.</p> <p>The Agency has to comply with the ISO9001 requirements. The Mail Registration System that the Agency has in place enables to comply with the Control of documented information requirement (section 7.5.3), Property belonging to customers or external providers requirement (section 8.5.3) and Preservation requirement (section 8.5.4).</p>
10a - Data Subjects	Stakeholders, ERA staff members

10b - Personal data

The Mail Registration System consists in a table which gathers stakeholder data and staff member data.

Regarding staff members, only the following data will be kept:

- › Last name - First name
- › Job title
- › Country
- › Business phone
- › Business Email address

Regarding the stakeholders, the following data will be collected:

- › Last name - First name
- › Job title
- › Company
- › Address (business or private)/ZIP – Postal code/City/Country
- › Business/private phone
- › Email address

11 - Time limit for keeping the data

Record Name

Minimum Retention Time

Incoming mail (electronic version)

5 years in the MRS

Incoming mail (original)

5 years unless otherwise stated in other approved IMS documents

Outgoing mail (electronic version)

5 years in the MRS

Outgoing mail (original), if not sent by post mail

5 years unless otherwise stated in other approved IMS documents

12 - Recipients of the data	<p>All Agency staff members have a 'read access' in the MRS by their right to access the INTRANET area, where the MRS is located.</p> <p>Only designated staff and staff members who are directly involved in the mail process have been granted 'contributor' rights to be able to create, register, modify data when needed:</p> <ul style="list-style-type: none"> › Executive Director › All HoU › HoD › All Team Leaders › All administrative assistants › Reception desk contractors › Other authorised persons
13 - Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	N/A
14 - How is data stored? What are the security measures implemented?	<p>The MRS is a SharePoint based register, accessible by every staff member via 'read-only' mode. Only a dedicated set of people have full rights in the register as stated above in 'Recipients of the processing' section. The 'audit history' option in Sharepoint enables the control and traceability of access to the register.</p>
15 - For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable) see the data protection notice	<p>The data subjects may address their requests and questions in writing to the dedicated email addresses provided in the "data protection notice" that explains their rights and actions. Data protection notice is available in the attachment of this record.</p>
15a - Data subject rights	Right to have access; Right to rectify; Right to erase ("right to be forgotten)
16 - Legal Basis	<p>Agency Regulation (EU) 2016/796;#149; ERA-ED-DEC-774-2014 establishment of a Certified Integrated Management System;#151;#MB DECISION n°191 of the Management Board of the European Union Agency for Railways adopting the revised ERA Management Standards;#179</p>

17 - Lawfulness of processing	The processing operations on personal data linked to the establishment of the MRS is necessary for the management and functioning of the Agency, as mandated by Agency Regulation (EU) 2016/796 and, lawful under article 5 (a) of Regulation EU 2018/1725 on the protection of natural persons with regards the processing of personal data.
18 - Data minimisation	MRS contains the minimum data allowing an efficient management and traceability of the paper mail flow. It facilitates exchange of mail correspondence between the Agency and its stakeholders.
19 - Accuracy	Data are copy/paste from the information contained in the paper mail received by the Agency.
20 - Access and other rights of persons whose data is processed	MRS is an internal SharePoint based tool published on ERA intranet.
21 - Special category data	N/A
22 - DPIA	
23 - Link to the Threshold assessment-Risks	
24 - Other related documents	