

<b>01 - Name of processing</b>	<b>ServiceDesk Self-Service Portal processing</b>
02 - Reference	36
03 - Submission Date	07/05/2012
04 - Last update	30/06/2020
05a - Controller	RICOTTA Salvatore
05b - Unit-Sector	Resources and Support Unit
05c - Controller's email	HoUResourcesandSupport@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)	N/A
09 - Purpose of processing	<p>1) In order to process service requests and incidents in a managed way, allowing Resources and Support and the related Teams to better perform in his duties, and to accommodate available resources to match the services demand;</p> <p>2) In order to keep knowledge base in order to identify and react on trends and recurring issues;</p> <p>3) In order to extract anonymized statistical data allowing ERA to identify opportunities and trends to be reported anonymized to ERA Management for further action.</p> <p>4) Personal data processed will be used to evaluate the performance of ERA contracts and only on the terms of those contracts.</p>
10a - Data Subjects	<ol style="list-style-type: none"> <li>1. Agency Staff;</li> <li>2. Agency contractors bound by a contractual agreement;</li> <li>3. Individuals engaged into a professional collaboration with ERA;</li> <li>4. Any individual sending an email to <a href="mailto:servicedesk@era.europa.eu">servicedesk@era.europa.eu</a> or by other means generating an incident or a service request within the system (phone or personally).</li> </ol>

10b - Personal data	<p>Data fields registered by the system are:</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- IP Address</li> <li>- Email address</li> <li>- Timestamp of the processing of the requests (reception, assignment, modification, resolution, etc.)</li> </ul> <p>Any other data provided by the data subject within the description of the service request and/or incident.</p>
11 - Time limit for keeping the data	<p>For 3 years, in order to be able to analyse trends and evaluate needs, as well as to keep historical data building a knowledgebase .</p>
12 - Recipients of the data	<ul style="list-style-type: none"> <li>-The Service Desk system administratorsfor all the requests/incidents</li> <li>- The operators of the Service Desk system for ITFM related requests/incidents</li> <li>- HR staff for HR related requests/incidents</li> <li>- FIN-PROC staff for FIN-PROC related requests/incidents</li> <li>-ITFM staff and designated resident service providers for ITFM related requests/incidents</li> <li>- The IT Security Officer</li> <li>- The ITFM, HR, FIN-PROC team leaders, according to the type of service request and/or incident</li> <li>- In particular circumstances data may be disclosed on a temporary basis to: <ul style="list-style-type: none"> <li>·Judges of the Civil Service Tribunal, at their request, or</li> <li>·The Prosecutor's office by request, or</li> <li>·OLAF and/or the IDOC within the frame of their inquests, or</li> <li>·The Ombudsman, at his request, or</li> <li>·The European Data Protection Supervisor, at his request.</li> </ul> </li> </ul>
13 - Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	<p>N/A</p>
14 - How is data stored? What are the security measures implemented?	<p>The system is integrated within the IAM system implemented at the Agency. Please refer to the policy “2.1 Identity and Access Management Policy” for additional details. The system features an Access Control Lists system integrated with the Agency IAM that guarantees access on a “least privilege” and “need to know basis” basis.</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

1. This EDPS notification;
2. Note to the Staff “Use of the ERA’s ICT owned resources”;
3. Policy 2.0 Use of the ERA ICT owned resources;
4. Privacy statement included within any communication between the Service Desk system and the concerned Data Subject;
5. Service Desk – User Manual.

a) Data subjects are informed via:

- Note to the Staff “Use of the ERA’s ICT owned resources”;
- Policy 2.0 Use of the ERA ICT owned resources;
- Privacy statement included within any communication between the Service Desk system and the concerned Data Subject;
- Service Desk – User Manual.

b) Whenever an individual creates a service request or incident, he receives an acknowledgement message with information about the incident or service request itself. A privacy statement is included within the notification.

Additional messages are sent to the individual in response to different events (incident escalated, modified, assigned, closed, etc.). All those communications include a footer where the privacy statement is included, informing data subjects about their rights and that to exercise them they should send an email to [servicedesk@era.europa.eu](mailto:servicedesk@era.europa.eu) with an explicit request of the right they want to exercise. Those requests will become service requests within the systems and categorised accordingly. That categorisation will result in the assignation of the service request to the Data Controller who will deal with the evaluation of the request and the execution of the rights.

The Controller shall deal with the request for rectification of data within one month from the introduction of the request. As far as requests for blocking and erasure, the Controller disposes of three calendar months to give follow up to the request from the moment of

15a - Data subject rights	Right to have access; Right to rectify
16 - Legal Basis	End-user manual; ERA Policy; The administrator guide for the Service Desk system;
17 - Lawfulness of processing	Article 5 a) of Regulation (EU) 2018/1725 The processing is necessary in order to guarantee an adequate level of provision for the services delivered by ITFM
18 - Data minimisation	Data needed to respond to the request logged by the user
19 - Accuracy	Data is logged by the user himself

20 - Access and other rights of persons whose data is processed Service desk portal available on line

21 - Special category data

22 - DPIA

23 - Link to the Threshold assessment-Risks

24 - Other related documents