

Making the railway system  
work better for society.

## ERA Webinars 2020

### Data protection notice

The European Union Agency for Railways (ERA) is committed to respecting the privacy of personal data processed during webinars it organises. In this framework, all personal data provided by stakeholders (contacts) are dealt with in compliance with [\(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of individuals with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (hereafter EUI Data Protection Regulation).

This privacy statement outlines the criteria by which ERA collects, manages and uses the personal data of its stakeholders when organising webinars.

#### Identity of Controller:

Head of Unit EXO

#### Who is conducting the processing:

ERA Staff

Third Party: only when using the SRM (see below): Microsoft Dynamics CRM Click Dimensions

#### Purpose of processing:

The Agency has introduced webinars to promote a better understanding of its activities and to ensure a continuous exchange with its stakeholders.

Webinars are organised using Microsoft Teams Live. Participants can choose to ask questions in the chat anonymously, create an alias or identify themselves. The link to access the webinar is made available on the ERA website and is unique for each event. In addition invitations are sent using the Agency's Stakeholder Relationship Management CRM-tool, SRM. SRM is also used for follow up. ([Data Protection Notice - Stakeholder Relationship Management](#))

#### Description of data subjects and personal data categories:

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 not an engaged stakeholder but having an interest in the ERA activities.*

ERA gathers no personal data about the participants of the webinars if they chose to connect anonymously. Speakers at the webinars are requested to give their written consent for data processing, the use of their personal data for promoting the webinar, as well as the dissemination of the recordings, prior to the webinar broadcast.

The webinar and the Questions & Answers-session are recorded to make it available for streaming (not downloading) on the Agency's YouTube channel after the broadcasting. No personal data are collected from the persons streaming this video.

In addition, via links displayed on the dedicated webinar web page:

- *Participants can order documentation or ask questions after the webinar via a link to a web form (active web contents in SRM). We need their contact details to be able to send them the documentation. Their contact details will be automatically deleted after 60 days.*
- *Participants can sign in to the SRM and select subscription preferences for receiving ERA communications in the future.*
- *Participants can give anonymous feedback via a link to a web survey (in SRM).*

Only when requesting documentation after the webinar, the SRM collects the following personal data: first name, last name, email address.

If the webinar participant agrees that his/her data are kept in the ERA database and in addition selects subscription preferences he/she will be directed to the sign in-portal of SRM and the workflow of SRM applies. ([DP Notice - SRM](#))

#### **Retention period:**

Personal data taken from speakers and data subjects ordering documentation about the webinar will be deleted within 60 days if requested by the data subject.

#### **Recipients of the data processed:**

ERA processes no personal data of the persons that participate in the webinar broadcast or that stream the website video after it has been made available on the website. For invitations to the webinar and follow up the SRM is used and the [DP Notice - SRM](#) applies.

**Transfer to third countries or International Organisations:** No

#### **How are my data stored and processed?**

ERA processes no personal data of the persons that participate in the webinar broadcast or that stream the website video after it has been made available on the website. For invitations to the webinar and follow up the SRM is used and the [DP Notice - SRM](#) applies.

#### **Protection and security measures:**

- *Appropriate organisational and technical security measures are ensured according to the data protection legislation applicable to EU institutions and bodies.*
- *In case of using the SRM, 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/>.*

#### **Legal basis and Lawfulness of processing:**

Legal basis: ERA webinars support the actions which have to be undertaken by the Agency in the context of Articles 5 and 39 of Regulation [\(EU\) 2016/796](#) of the European Parliament and of the Council of 11 May 2016 on the European Union Agency for Railways

Lawfulness: The agency collects and processes your personal data in compliance with Article 5(a) and (b) of the EU Data Protection Regulation:

(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;

(b) Processing is necessary for compliance with a legal obligation to which the controller is subject

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).

**Information and transparency: the data subject's rights:**

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.

**Resource:**

In order to exercise your rights as data subjects you are invited to contact the Controller by email at [communication@era.europa.eu](mailto: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](mailto:DataProtectionOfficer@era.europa.eu).

You have at any time the right of recourse to the European Data Protection Supervisor at [edps@edps.europa.eu](mailto:edps@edps.europa.eu).