

Data Protection Notice

Articles 15 and 16 of Regulation (EU) 2018/1725 of the European Parliament and the Council of 23 October 2018 apply to the processing of personal data carried out by the European Parliament.

1) Who processes your personal data?

- The European Parliament, is acting as the controller¹ and the entity responsible for the processing is European Parliament > Parliament's Secretariat > Directorate-General for Innovation and Technological Support > Directorate for Infrastructure and Equipment > Individual Equipment and Logistics Unit, represented by BROCHARD Michel Joseph Lucien.
- You can contact the controller/entity at ITEC-DPO-EQUILOG@europarl.europa.eu.

2) What is the purpose of the processing of your personal data?

- Your personal data will be processed in order to Provision of web-based video and audio conferencing services in different formats via Cloud-based services, offering the possibility to organise meetings with equal participants, meetings/presentations for a wide audience for events in a panel/audience format, training sessions and any other related formats that might be offered as part of the Cloud Service. In all cases, participants can be MEP(s), APA(s), staff, external contractors or invitees of the European Union. In this context, personal data are collected and used in order to:
 - (1) identify the Conference Host and participants to ensure the normal operation of the service;
 - (2) identify potential improvements and technical deficiencies of the service;
 - (3) collect statistics used for service invoicing by the contractor (aggregated statistics to count active users);
 - (4) collect technical data and conference statistics (excluding content) to improve user experience and service performance by carrying out analyses of aggregated data;
 - (5) address the technical support request;
 - (6) analyse the performance of technical support.

During the video/audio/chat conference, all participants, if given the rights by the organizer, are able to share content on a voluntary basis and the meeting organizer has the capacity to record the conference/meeting. This action should be announced to the regular participants prior the recording and this processing is under the responsibility of the video/audio conference organizer. It is recommended to the video/audio conference organizer to create a separate data

¹ A Controller the public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of the personal data. The controller is represented by the head of the entity.

protection notice and share it with the participants before the video conference is initiated. The processing is performed using WebEx services provided by Cisco.

3) What is the legal basis for the processing?

- The legal basis for the processing is Article 5 (1.a) of Regulation (EU) 2018/1725 interpreted in the light of Recital 22, since it is necessary for the performance of tasks carried out in the public interest by the European Parliament (video and audio conferencing services - as presented in section "Purpose of processing" - being necessary for the management and functioning of Parliament activities).
- In this context, the processing operation is enabling the communication and MEPs and staff and, as necessary, outside parties in mixed environments (on-premise, teleworking, remote), required for the exercise of their elected duties of the MEPs and of official authority by the staff under working arrangements currently in force, as well as the communication of the Institution with the public (holding of online or hybrid events) which is in the public interest..

4) What personal data is processed?

- We process your:
 - (1) Real-time meeting data: such as VoIP, video and high frame rate sharing data [transient processing] (for Media Node processing: to provide the real time processing).
 - (2) Host and Usage Information: such as IP address, user agent identifier, hardware type, meeting session information.
 - (3) Registration information:
 - (a) The ITEC Service Desk staff creates accounts for the internal participants based on their account data (user name, email, profile settings);
 - (b) Email addresses of external participants are entered into webex by the host of the event in the invitation of the meeting or by the participants themselves. In the latter case, external participants supply their information at time of logging into the system with their desired name, potentially providing personal data, based on a shared link and code provided for a specific session;
 - (c) The list of participants' names is available for each participant for the duration of the conference. If the conference is a WebEx event, only the panellists' names are available to all participants. Registration information for external participants is collected either indirectly (via the meeting/event host collecting the information from the external participant and entering it into Webex at meeting/event creation) or directly (the external participant entering that information when joining a meeting/event via a shared link).
 - (4) User Generated Information: Meeting and Call Recordings (as decided and under the Organizer's controllership).

(5) TAC Support Information: Contact information of ICT technical staff working on the provision of the services. The state of the EP WebEx instance is associated with the ICT technical staff contact information at support ticket creation.

5) How will your personal data be processed?

- Creation of accounts is done manually by ITEC Service Desk, requiring processing of personal data by the agent of the Service Desk on the basis of the request by the future users or their hierarchy. Once the account is provisioned, processing is fully automated in self-service mode. Non-automated processing can only occur in support cases.

6) For how long will your personal data be stored?

Your personal data will be stored for:

- For all registered end-users:
 - Registration information: while the account is active (for provision of service); name and unique user ID is maintained for 7 years from termination by default for audit requirements. A request can be made to delete this data.
 - User Generated Information: while the account is active (for provision of service); deleted within 60 days following termination of service.
 - Host and Usage Information: while the account is active (for provision of service); maintained for 3 years following termination of service in pseudo anonymized form in order to maintain record of service delivery.
- For all participants (end-users):
 - Processing real-time meeting data: The content of the video/audio conference (documents, links, files etc.) is deleted after the termination of the session, unless they are downloaded/saved by the meeting organizer or a specific recording of the meeting takes place. Chat messages exchanged among participants during a meeting are deleted after the meeting/session is ended/terminated.
- For ICT technical staff working on the provision of the services:
 - TAC Support Information (i.e. Contact information): is kept for up to 10 years (referring to the duration of keeping the support ticket). A request can be made to delete this data.

7) Who are the recipients of your personal data?

- The recipients of your personal data are:
 - (1) Provision of WebEx services to EUIs (ICT clients): Transfers to other EUIs may occur as part of their own exploitation of the service for accounts created for their staff, external contractors or other users on EP service instances, under SLAs and Administrative agreements in place between them and the EP, taking into account the Institutional aspect provisions of the EP-Cisco SELA.
 - (2) Transfers inherent to the use of the services: Transfers to other EUIs may also occur as transfers inherent to the operation of the service in case there is participation in a Webex meeting or event hosted on the EP service by representatives of another EUI, in which case they will have access to account and real-time meeting data of the other participants..

8) Will your personal data be shared with a non-EU country or international organisation?

- **Yes**, your personal data will be shared with a non-EU country or international organisation for which there is **no** adequacy decision by the European Commission and the following safeguards apply:
 - (1) Supplementary contractual measures regarding monitoring and reporting as well as contract evolution depending on the evolution of data protection conditions at international level have been put in place in the EP - Cisco Specific Enterprise Licence Agreement to ensure maximum possible protection and complete visibility into the personal data transfers to the US and other third countries.
 - (2) You can obtain a copy of these safeguards via by contacting the Data Controller.
- There is no transfer of personal data to recipients outside the EU/EEA, except in the following situations:
 - (1) For billing, control hub reporting and analytics purposes [Cisco Systems, Inc. (US)]: Host and Usage Data.
 - (2) For media node processing to provide the real time audio/video/chat processing [Based on host or attendee location: Cisco and/or its affiliates contracted to provide data center services in: (US), (Brazil), (Australia), (Japan), (Singapore), (UK)]: Processing real-time meeting data such as VoIP, video and high frame rate sharing data (transient processing).
 - (3) For Technical Support Assistance [Salesforce.com (US) and Amazon Web Services (US) for data storage + Aricent (India), Estarta (Jordan), Sykes (Costa Rica and Colombia), Concentrix (US) for support provision]: TAC Support Information. The legal basis (transfer tool) for these above transfers is the Standard Contractual Clauses for international transfers, with supplementary measures implemented, as described in Article 11 of the EP-Cisco SELA in conjunction with Annex 3e.

9) Are any automated processes² and/or profiling³ used to make decisions which could affect you?

- **No.**

10) If personal data have not been obtained from you, what is their source?

- ITEC Service Desk request for opening a WebEx account in the service management tool for internal participants. The meeting/event host can collect the information from the external participants and can enter it into Webex at meeting/event creation.

11) What rights do you have?

- You have the following rights:
 - Right of access to your personal data.
 - Right to rectification of your personal data.
 - Right to erasure of your personal data.
 - Right to restriction of processing.
 - Right to data portability.
 - Right to object to processing.
 - Right to contact the European Parliament's data protection officer at data-protection@europarl.europa.eu.
 - Right to lodge a complaint with the [European Data Protection Supervisor](https://www.edps.europa.eu/) at edps@edps.europa.eu.

² Making a decision solely by automated means and without any human involvement. {Theoretical Examples: internet page where selecting certain options will automatically place you in different mailing lists where you are sent the corresponding monthly newsletter / using an automated system to mark "Multiple Choice" test answers and assign a pass mark according to the number of correct answers}.

³ Profiling analyses aspects of an individual's personality, behaviour, interests and habits to make predictions or decisions about them. Used to analyse or predict aspects concerning the data subject's performance at work, economic situation, health, personal preferences or interests, reliability or behaviour, location or movements, etc. {Theoretical Example: when using social media tools data is collected and your trends registered. This data is then used to form new/different predictions on you.}