Europarl Service Desk
Privacy Statement


1) Who processes your personal data?
   • The European Parliament is acting as the controller¹. The entity responsible for the processing is the Webmaster Unit of the Directorate-General for Communication, represented by the Head of Unit.
   • You can contact the controller/entity at the following functional mailbox: webmaster@europarl.europa.eu.

2) What is the purpose of the processing of your personal data?
   • Your personal data will be processed in order to answer the request you addressed to the Service Desk.

3) What is the legal basis for the processing?
   • The processing is necessary for performance of tasks in the public interest attributed by EU or Member State legislation (Article 5(1)(a) of Regulation (EU) 2018/1725).

4) What personal data is processed?
   • Your personal data processed is the following:
     - surname
     - first name
     - email address
     - the official EU language in which you contacted the Service Desk
     - the content of the message (including attachments, such images or documents)
   • Additional data may be requested if needed, such as IP addresses and phone numbers.

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.
5) How will your personal data be processed?

- The Europarl Service Desk is the central contact point for external people who want to express an issue related to one of the websites of the European Parliament and for internal colleagues who need support on one of the Content Management Systems (CMs) developed by the Webmaster Unit of the Directorate-General for Communication.

- Contacts are made either via the public form available at the following URL (https://www.europarl.europa.eu/forms/en/webmaster-contact) or directly by emails, as the email address is available on the europarl websites as well.

- Individuals contacting the Service Desk are not monitored or measured. However, their corresponding tickets may be categorized in order to improve their treatment and to reduce the risk of duplicates or delays.

- The procedure applied by the Service Desk to any request is the following:
  - The user sends a request to the Service Desk by email or by using the contact form available on the Contact page of the Europarl websites. In case the contact form is used, the request arrives to the Service Desk by email.
  - This request may be an incident, a problem or a request for change or for information.
  - The user writes in his request all information that may help with the resolution of his case. This implies some personal data (detailed further), but may also include additional information such as screenshots or attached files.
  - The Service Desk enters the request in a dedicated ticketing tool, which allows its proper follow-up, answer or resolution.
  - While treating the request, the Service Desk may contact the user for any further information required. For internal users, this contact is done by default via the user’s corporate email or phone. External users are contacted via the email address provided in the contact form or by replying to the email address from which the user sent his request directly. At this stage, the Service Desk may also provide the user with an update to his request if available.
  - In case the Service Desk needs to transfer the request to other services within the European Parliament, only the necessary information relevant to solving the request is transferred.
  - When the request is treated, the Service Desk informs the user via its functional email and closes the ticket in its ticketing tool.

- In parallel to this standard workflow, the Service Desk may receive requests from two other platforms, namely EPSD (DG ITEC helpdesk ticketing system) and Together.eu (engagement platform).
The privacy statement of EPSD can be found in the Data Protection Register, available at this URL: https://www.europarl.europa.eu/data-protect/index.do.

The privacy statement of Together.eu is available here: https://together.eu/privacy-policy.

- Once the request is closed, the ticket is kept during a predefined period (see below), for business purposes only, as the Service Desk regularly needs to check former tickets:
  - to furnish a faster and coherent answer to users who encountering issues already met
  - to identify a pattern of recurrent issues and to define a workflow to answer and/or to escalate them to the relevant team
  - to built a database of skills needed or developments to plan
  - to anticipate the needs and potential issues of users in some key period (e.g. during the European elections campaigns)

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

Your personal data will be stored for the current parliamentary term, and the previous one as well.
As a parliamentary term corresponds to five years, your data can be kept for maximum 10 years.

7) Who are the recipients of your personal data?

- The recipients of your personal data are the EP staff that have a proper reason to access it. A very limited staff is concerned (a few people only). They received the corresponding credentials so they can access the tools supporting the treatment of your request.

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

- No, your personal data will not be shared with a non-EU country or international organisation.
9) Are any automated processes\(^2\) and/or profiling\(^3\) used to make decisions which could affect you?
   - **No.**

10) If personal data have not been obtained from you, what is their source?
   - The source of your personal data is the corporate tools made at disposal of the Service Desk staff (email EP system).

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 at edps@edps.europa.eu.
   - You can exercise your rights by either sending directly an email to the functional email address webmaster@europarl.europa.eu or by filling the contact form made available in the footer of the europarl websites.

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\(^2\) Making a decision solely by automated means and without any human involvement. {Theoretical Examples: internet page were selecting certain options will automatically place you in different mailing lists were 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.)