

Data protection notice on the EU-level Gender Mainstreaming Helpdesk Request Submission Form

Last updated: 10 June 2026

The European Institute for Gender Equality (EIGE) is committed to protect your personal data and to respect your privacy. EIGE collects and further processes personal data pursuant to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001).

You will find information in this document pertaining to the processing of your personal data by EIGE. If, upon reading it, you still have questions, please contact us at:

EIGE's Data Protection Officer, dpo@eige.europa.eu

Helpdesk email, gmhelpdesk@eige.europa.eu

Purpose of processing

To receive, assess, manage and respond to requests for support submitted through the EU-level Gender Mainstreaming Helpdesk.

This includes:

- registering and tracking your request in the Helpdesk management system;
- assessing whether your request meets the Helpdesk's eligibility and admissibility criteria;
- communicating with you about the status of your request, including requests for clarification, admission or rejection notifications, and delivery of outputs;
- distributing your request to relevant thematic experts under the supervision of EIGE and the contracted Helpdesk team;
- monitoring service quality and producing aggregate, anonymised statistics on Helpdesk usage for reporting purposes.

Please be informed that no decision is taken by EIGE in the context of this processing activity solely on the basis of an automated processing of your personal data (i.e. processing without human intervention).



An EU Agency

Legal basis of processing

The legal basis for processing your personal data is Article 5(1)(a) of Regulation (EU) 2018/1725: processing is necessary for the performance of a task carried out in the public interest, on the basis of EIGE's mandate under Regulation (EC) No 1922/2006 to collect, analyse and disseminate information on gender equality and to support EU institutions and Member States in implementing gender mainstreaming.

Where you provide your consent to receive a feedback survey following delivery of your request, processing of your survey responses is based on Article 5(1)(d) of Regulation (EU) 2018/1725. Consent may be withdrawn at any time without affecting the processing already carried out.

Types of personal data collected

The following categories of personal data are collected through the Helpdesk intake form:

- Identity and contact: full name; job title / position; work email address; institution / organisation.
- Institutional affiliation: type of institution (e.g. European Commission, Member State ministry); self-declared eligibility confirmation.
- Feedback data (optional): satisfaction ratings and qualitative feedback provided through the post-delivery feedback survey (if the requester opts to participate).

No special categories of personal data (as defined in Article 10 of Regulation (EU) 2018/1725) are collected through this form.

Individuals who have access to the data

Access to your personal data is strictly limited to those who need it to fulfil the purposes described above:

- Authorised EIGE staff involved in the oversight, validation and monitoring of the Helpdesk.
- The contracted economic operator for which provides the services concerning Helpdesk management (PPMI, Part of the Verian Group) responsible for receiving, assessing, developing and tracking requests.
- Thematic experts contracted by PPMI to develop outputs in response to admitted requests. Experts receive only the information necessary to fulfil their specific task. They are bound by confidentiality obligations.

No other third parties will have access to your personal data, except if required by law. No transfers of personal data to third countries or international organisations (outside the EU/EEA) take place.

Retention policy

Your personal data will be retained only for as long as necessary to fulfil the purposes described in this notice, and in accordance with EIGE's document retention policy, and will not exceed 10 years.

Request records (including your contact details and request content) will be retained for the duration of the Helpdesk operational period and for a defined period thereafter for audit and evaluation purposes, and will not exceed 10 years.

At the end of the applicable retention period, your personal data will be securely deleted or anonymised.

Security of your personal data

EIGE and its contracted Helpdesk team take appropriate technical and organisational measures to protect your personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. Specifically:

- All request data is stored in EIGE's Microsoft 365 environment (SharePoint), which operates within an EU-compliant infrastructure with encryption in transit and at rest.
- Access to request records is strictly role-based and limited to authorised personnel.
- Confidential documents that cannot be submitted via the standard form are exchanged through secure file-sharing with EIGE.
- All contracted staff handling personal data are bound by confidentiality obligations.
- Any personal data breach will be reported immediately in accordance with the applicable procedures under Regulation (EU) 2018/1725.

Your rights as data subject

Within the limits set by Regulation (EU) 2018/1725, you have the right to access, rectify, erase and/or port your personal data, as well as to restrict or object to the processing of your personal data.

In order to exercise your rights, please contact GM_Helpdesk_team@eige.europa.eu or EIGE's Data Protection Officer at dpo@eige.europa.eu specifying the right(s) you wish to exercise. The exercise of your rights is free of charge. If your request is manifestly unfounded or excessive, EIGE may refuse to act on it.

Other rights

Should you feel that the processing infringes the data protection rules, you are entitled to raise a [complaint](#) with the European Data Protection Supervisor.