



DATA PRIVACY NOTICE CRM/NEWSLETTERS

Protection of Personal Data in relation to EIGE's Contacts Relationship Management (CRM) and Newsletters of EIGE Handling of contact data stored in EIGE's CRM

Purpose: Data subjects are registered in the Agency's Contacts Relationship Management (CRM) system following their request. CRM data can be used for the purpose of EIGE's stakeholder cooperation activities, for the targeted dissemination of EIGE research findings/data, for managing subscriptions, events and visits and for external communications in line with the aims outlined in Institute's Founding Regulation (EC) No 1922/2006 of the European Parliament and of the Council of 20 December 2006 on establishing a European Institute for Gender Equality and not further processed in a way incompatible with those purposes.

In line with EIGE's Knowledge Management and Communications strategy 2016 - 2018, EIGE constantly engages with its stakeholders to provide them with timely, relevant and innovative expertise that answers their needs. The Knowledge Management and Communication Unit of EIGE is responsible for the overall management and strategic development of the CRM, strategy and communications systems at EIGE.

Data Controller: The Data Controller is primarily the Head of Knowledge Management and Communication Unit of EIGE.

Data Categories: The data stored are: name, organisation, position, country, email address, telephones, areas of interest on which the Agency undertakes activities. The CRM system also logs information where the data subjects received or opened the e-mails. This is done to allow the Agency to collect statistical data on related email campaigns.

Legal Basis: The Legal basis of the processing operation for which the data are intended are Articles 5 (a), (d) of Regulation 45/2001.

Access to the Data: Data can be accessed by the Head of the Unit and a restricted number of the Agency's staff members who are delegated to this task.

Data Subjects are informed of the following rights in line with Articles 13, 14, 18, 15, 16 of Regulation 45/2001:

Right to access data – data subjects have the right to access data at any time within three months from the receipt of the request by sending an email request to dpo@eige.europa.eu. Furthermore, the Agency launches on an annual basis an exercise

offering data subjects the possibility to access their contact and modify it accordingly or choose to opt out.

Right to rectify – data subjects have the right to rectify their data without delay of inaccurate or incomplete personal data. Furthermore, the Agency launches on an annual basis an exercise offering data subjects the possibility to modify their contact.

Right to object – data subjects have the right to object at any moment. by sending an email request to dpo@eige.europa.eu; and the right to be informed before personal data are disclosed for the first time to third parties or before they are used on their behalf for the purposes of direct marketing, and to be expressly offered the right to object free of charge to such disclosure or use. Furthermore, the Agency launches on an annual basis an exercise offering data subjects the possibility to access their contact and modify it accordingly.

Right to block – data subjects have the right to block their data at any moment by sending an email to dpo@eige.europa.eu.

Right to erasure – data subjects have the right to obtain from the controller the erasure of data if their processing is unlawful by sending an e-mail to dpo@eige.europa.eu.

If the data subjects have any queries concerning the processing of their personal data, they may address them to the Data Protection Officer or to the Data Controller (Head of KMC Unit) of EIGE by contacting information at dpo@eige.europa.eu.

Date when processing starts: The processing starts from the time the data subject is included in the Agency's CRM database to receive any information relating to its activities.

Data storage: All data for the Agency's CRM database are stored on the servers hosted by the Agency. To allow better management of its communication activities, the Agency makes use of an external service provider. This service allows mass emailing and collection of statistical information. For example, it provides information regarding the correct sending of the email; whether the recipient opened the email or deleted it etc. The service provider's servers are in data centre in Europe. The Agency uses the statistical information in an aggregated format.

Retention policy: The contact information is kept until the data subject decides to unsubscribe from the CRM system.

Any tracking information is kept for a period of 5 + 1 years, where 5 is the reporting period for the evaluation of the Agency's performance as specified in the Agency's mandate.

Right to have recourse – data subjects have also the right to have recourse at any time to the European Data Protection Supervisor: <http://www.edps.europa.eu>