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European Maritime Safety Agency

# Privacy Statement

## Mobile Application Management (MAM) – Digital Access Reinforcement Program

### Specific Data Protection Statement on the processing of personal data in the context of Mobile Application Management (MAM)

The protection of privacy is of high importance to the European Maritime Safety Agency (´EMSA´). EMSA is responsible for the personal data it processes. Therefore, we are committed to respecting and protecting the personal data of every individual and to ensuring efficient exercising of data subject's rights. All the data of personal nature, namely data that can identify an individual directly or indirectly, will be handled fairly and lawfully with the necessary due care.

This processing operation is subject to Regulation (EU) 2018/1725 of the European Parliament and of the Council 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. The information in this Privacy Statement is given pursuant to Articles 15 and 16 of Regulation (EU) 2018/1725

**1. Nature and the purpose(s) of the processing operation**

The purpose of the processing of personal data is to ensure secure access to EMSA digital services from mobile applications by applying application-level security controls.

Mobile Application Management (MAM) is used to protect organisational data accessed through specific applications, prevent unauthorised disclosure, and allow selective removal of EMSA data when required.

The processing is strictly limited to organisational data and does not involve the management of personal devices.

EMSA will not reuse the personal data for another purpose that is different to the one stated above.

The processing is not intended to be used for any automated decision-making, including profiling.

**2. Categories/types of personal data processed**

The categories of personal data processed are limited to:

- EMSA user account identifiers (e.g. professional username)
- Application-related technical information (application name, version, last access time)
- Basic device information (operating system, type and version)

**3. Processing the personal data**

The processing of personal data is carried out under the responsibility of the **Head of Unit – Horizontal Digital Services**, acting as delegated EMSA Data Controller.



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EMSA, Praça Europa 4, 1249-206 Lisbon, Portugal / emsa.europa.eu

Personal data are processed by Personal data are processed by EMSA and by Microsoft as processor under EMSA institutional contractual arrangements, solely for the provision of the Mobile Application Management service.

## 4. Access to and disclosure of personal data

The personal data is disclosed to the following recipients:

Access to personal data is strictly limited to designated EMSA staff members on a need-to-know basis for administration and security purposes.

The personal data are not used for any other purposes and are not disclosed to unauthorised recipients.

Personal data are not transferred to third parties beyond what is necessary to provide the service.

Personal data are not intended to be transferred to third countries.

## 5. Protecting and safeguarding personal information

EMSA implements appropriate technical and organisational measures to safeguard personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access.

Organisational data is protected through application-level encryption, strong authentication mechanisms, access controls, logging, and selective data removal capabilities.

No personal content from the device is accessed or stored by EMSA.

## 6. Access, rectification, erasure or restriction of processing of personal data

Data subjects have the right to access, rectify, erase, and receive their personal data, as well as to restrict and object to the processing of the data, in the cases foreseen by Articles 17 to 24 of the (EU) 2018/1725.

The right of rectification applies only to inaccurate or incomplete factual data processed in the context of Mobile Application Management (MAM).

Data subjects who wish to exercise their rights of access, rectification, erasure, restriction, or objection should submit a request through the EMSA **Jira Service Management** system, clearly indicating that the request relates to personal data protection.

Requests will be handled by the delegated Data Controller, **Head of Unit – Horizontal Digital Services**, and processed without undue delay, and in any event within one month of receipt of the request, in accordance with Regulation (EU) 2018/1725.

## 7. Legal basis for Data processing

Processing is based on Article 5(d) and 7 of Regulation (EU) 2018/1725, as the processing is necessary for the performance of a task carried out in the public interest and for the functioning and security of the Agency.

The processing is carried out in accordance with EMSA internal IT and information security rules.

## 8. Storing Personal data

EMSA does not retain personal data longer than necessary for the purpose of providing secure access to digital services.

Application-related data is retained for the duration of the user's access rights and is deleted when access is no longer required, in line with EMSA Records Management Policy.

## 9. Data protection points of contact

Should data subjects have any queries/questions concerning the processing of your personal data, they should address them to the data controller, **Head of Unit – Horizontal Digital Services** under the following mailbox: ICT-ServiceDesk@emsa.europa.eu.

Any data subject may also consult EMSA Data Protection Officer at: DPO@emsa.europa.eu.

**Recourse:**

Complaints, in cases where the conflict is not resolved by the Data Controller and/or the Data Protection Officer, can be addressed at any time to the European Data Protection Supervisor: edps@edps.europa.eu.



Electronically signed on 30/04/2026 11:59 (UTC+02)