

Privacy Statement on the processing of personal data in the context of the Usage of Microsoft cloud-based collaborative tools: Skype for Business and Teams

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 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 the Regulation 2018/1725.

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

There is a need identified in the Agency to facilitate virtual connectivity for collaborative work (meetings, training, interviews, etc.) among EMSA staff and with external users. This could easily be done via Skype for Business and Teams. To share information remotely and work collaboratively between users is amongst the common features of Teams and Skype for Business platforms due to their smooth integration with Office suite documents and the capacity to organize large meetings (up to 250 participants). With MS Teams and Skype for Business one can organise meetings combining video, audio, sharing features and special functions for the host. Participants can join via: PC, tablet, phone, or video conferencing system H.323. The purpose(s) of the processing of personal data is/are:

- To provide authentication and authorization for accessing Microsoft Teams and Skype for Business tools and features;
- To deliver functional capabilities within the tools;
- Troubleshooting (preventing, detecting, and repairing problems);
- Ongoing improvement (installing the latest updates and making improvements to user productivity, reliability, efficacy, and security);
- To access records when needed during a limited period of time if sessions are recorded;
- Processing for Microsoft's Legitimate Business Operations:

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/types of personal data processed are the following: First name, last name, username, password, email address.

Microsoft EU Data Protection Officer

Dedicated mailbox to data subjects:

<https://www.microsoft.com/en-GB/concern/privacy>

Tel: +353 (0) 1 295-3826

Attn: Data Protection

One Microsoft Place

Microsoft, South County Business Park, Leopardstown
Dublin 18, D18 P521, Ireland

European Maritime Safety Agency (EMSA)

ICT.ServiceDesk@emsa.europa.eu

Tel +351 21 1209 321

EMSA, Praça Europa 4, 1249-206 Lisbon, Portugal

<https://emsa.europa.eu>

3. Processing the personal data

The processing of the personal data is carried out under the responsibility of the Head of Unit Digital Infrastructure, acting as delegated EMSA data controller.

Personal data are processed by EMSA designated staff and Microsoft as a Processor.

4. Access to and disclosure of personal data

The personal data is disclosed to the following recipients:

The information concerning first name, last name, username and email address, as well as recorded content in the event it is recorded, will only be shared with EMSA and Processor's staff as well as with the other participants in the same meeting, as necessary for the implementation of such measures or accessing the information on a need to know basis. The data are not used for any other purposes nor disclosed to any other recipient.

The information in question will not be communicated to third parties, except where necessary for the purpose(s) outlined above.

5. Protecting and safeguarding personal information

EMSA implements appropriate technical and organisational measures in order to safeguard and protect data subjects' personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to them.

All personal data related to Microsoft Teams and Skype for Business are stored in secure IT applications according to the security standards of the Agency as well as in specific electronic folders accessible only to the authorised recipients. Appropriate levels of *access are granted* individually only to the above recipients.

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 Regulation 2018/1725.

If data subjects would like to exercise any of these rights, they should send a written request explicitly specifying their query to the delegated data controller, Head of Unit of Digital Infrastructure.

The right of rectification can only apply to inaccurate or incomplete factual data processed within the registration process.

The above requests will be answered without undue delay, and in any event within one month of receipt of the request. However, according to article 14 (3) of the Regulation 2018/1725 that period may be extended by two further months where necessary, taking into account the complexity and number of the requests. EMSA shall inform the data subject of any such extension within one month of receipt of the request, together with the reasons for the delay.

7. Legal basis for Data processing

Processing is based on Article 5 (a) of the Regulation number 2018/1725, namely “processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the union institution or body” (i.e. EMSA).

The personal data are collected and processed in accordance with EMSA Operating Procedures for ICT.

8. Storing Personal data

EMSA does not keep personal data longer than necessary for the purpose(s) for which that personal data is collected.

The data will be only retained for a maximum period of seven years after the closure of the financial year or after the ending date of a Grant Agreement in accordance with EMSA Records Management Policy and Procedure.

In the event of a formal appeal, all data held at the time of the formal appeal should be retained until the completion of the appeal procedures.

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 of Digital Infrastructure under the following mailbox: ICT.ServiceDesk@emsa.europa.eu¹.

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.

¹ Please use a functional mailbox, not a personal one, as far as possible – this saves time when updating records and contributes to business continuity.