



## PRIVACY STATEMENT

### for EDA Customer Relations Management and Communication Database

<b>1. INTRODUCTION</b>
<p>This Privacy Statement describes the measures taken to protect your personal data with regard to the action involving the present data processing operation and what rights you have as a data subject.</p> <p>EDA protects the fundamental rights and freedoms of natural persons and in particular their right to privacy with respect to the processing of personal data (Article 1.1 of Regulation No 2018/1725).</p>
<b>2. CONTROLLER OF THE PROCESSING OPERATION</b>
<p>EUROPEAN DEFENCE AGENCY Rue des Drapiers 17-23 B-1050 Brussels <a href="http://www.eda.europa.eu">www.eda.europa.eu</a></p>
<b>3. PURPOSE OF THE PROCESSING</b>
<p>The purpose of the processing operation is to keep a customer relations management database which includes all relevant data to inform and to group stakeholders in order to convey information on EDA activities, in particular by sending e-news and postal sending of hard-copy EDA magazines or inviting them to events.</p>
<b>4. DATA PROCESSED</b>
<p>Data processed are the following:</p> <ul style="list-style-type: none"><li>- Personal information (full name, organization, department, job title)</li><li>- Contact information (email, phone, fax)</li><li>- Address information (street, office, postal code, city country)</li><li>- Roles (representing country, representing organization)</li></ul>
<b>5. RECIPIENTS OF THE DATA</b>
<ul style="list-style-type: none"><li>- IT Administrators</li><li>- EDA Directorate Assistants</li></ul> <p>CRM database is integrated with other IT systems, therefore data is digitally sent to following recipients:</p> <ul style="list-style-type: none"><li>- AppSecStore (subject to a separate Notification)</li><li>- EDA Communication Database (subject to a separate Notification)</li></ul>
<b>6. PROTECTION AND SAFEGUARDING OF THE DATA</b>
<p>Having regards to the state of the art and the cost of their implementation, the controller have implemented appropriate technical and organisational measures (checkpoints, firewalls, antiviruses) to ensure a level of security appropriate to the risks represented by the processing and the nature of the personal data to be protected.</p>

Such measures have been taken in particular to prevent any unauthorised disclosure or access, accidental or unlawful destruction or accidental loss, or alteration and to prevent all others unlawful forms of processing.

#### **7. RIGHT OF ACCESS AND RECTIFICATION OF THE DATA**

Data subjects have the right to access their personal data in order to correct any inaccurate or incomplete personal data, as well as to remove their personal data. If the data subject has any queries concerning the processing of his/her personal data, s/he may address them to the data controller at the mailbox as specified in the Privacy Statement: [newsletter@eda.europa.eu](mailto:newsletter@eda.europa.eu)

For technical support: [edaitssupport@eda.europa.eu](mailto:edaitssupport@eda.europa.eu)

Requests for erasure/blocking: justified requests are treated within 15 working days after the request will have been deemed legitimate.

#### **8. TIME LIMIT FOR STORING DATA**

Data will be kept in the CRM system until the data subject expresses his/her wish to be deleted.

An annual e-mail reminder is sent to all Data Subjects informing them that are included in EDA's database and providing the Privacy Statement

Every e-newsletter sent via the EDA communication database contains an unsubscribe link

E-mails that are returned to sender will be deleted from the CRM database

#### **9. LEGAL BASIS FOR THE PROCESSING OPERATION**

- Articles 5(a) and 5(d) of Regulation 2018/1725;
- Article 31 of Council Decision (CFSP) 2015/1835 of 12 October 2015 defining the statute, seat and operational rules of the European Defence Agency.

#### **10. CONTACT DPO**

In case you have any questions or queries concerning data protection at the European Defence Agency, you can also contact the Data Protection Officer at [dataprotection@eda.europa.eu](mailto:dataprotection@eda.europa.eu).

#### **11. RECOURSE TO EDPS**

As a data subject you have the right to have recourse at any time to the European Data Protection Supervisor (<http://www.edps.europa.eu>) at [edps@edps.europa.eu](mailto:edps@edps.europa.eu).

#### **12. ADDITIONAL INFORMATION**

More information on Data Protection at the European Defence Agency can be obtained on our public website <https://www.eda.europa.eu/Aboutus/how-we-work/data-protection>.