



PROTECTION OF YOUR PERSONAL DATA

This privacy statement provides information about the processing and the protection of your personal data

Processing operation: Information visits to the European Commission and Experience Europe in Brussels

Data Controller: Directorate-General for Communication, Directorate B, Unit COMM.B.4

Record reference: DPR-EC-00081

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1. Introduction

The European Commission (hereafter 'the Commission') is committed to protect your personal data and to respect your privacy. The Commission 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).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to the management of the Information Visits to the European Commission, undertaken by Directorate-General for Communication, Directorate B, Unit B.4 (COMM.B.4) is presented below.

2. Why and how do we process your personal data?

Purpose of the processing operation: to facilitate physical, virtual and hybrid visits to the Visitors' Centre of the European Commission as well as to the Experience Europe Brussels.

Specifically, your personal data is necessary to facilitate access to the Commission's premises and to inform speakers about the composition of the groups.

Your personal data will not be used for an automated decision-making, including profiling.

Regarding Experience Europe, you may also provide your anonymised data on site, at the entrance for statistical purposes. After your visit you may provide your anonymous feedback on the exhibition via a questionnaire on Experience Europe Evaluation application on an iPad. You can also request an electronic (digital) postcard by providing an email address. Group leaders may also be encouraged via an email to provide direct feedback after the visit or to write a review via public online platforms (e.g. Tripadvisor).

3. On what legal ground(s) do we process your personal data?

We process your personal data, because:

(a) the 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.

The processing activities linked to the organisation, management, follow-up and promotion of the Information visits to the European Commission (including web-streaming, photos, audio-visual recording) are necessary for the management and functioning of the Commission, as mandated by the Treaties. Those provisions are in particular, Article 11 of the Treaty on European Union and Article 15 of the Treaty on the Functioning of the European Union.

Specifically, the organization of the information visits to the European Commission is a task resulting from the Commission's own prerogatives at institutional level, as provided for in

Article 58(2) (d) of Council Regulation (EC, Euratom) No. 2018/1046 of 18 July 2018 on the financial rules applicable to the general budget of the Union (OJ L 193, 30.7.2018, p.1-222).

(d) you have also given consent to the processing of your personal data for one or more specific purposes.

In order to participate in an information visit to the European Commission, you may register by providing your personal data to the group leader. The group leader undertakes the responsibility via a checkbox on the online request form to inform you and the group, prior to the visit, about the possibility of photos being taken, and to notify you about their right to withdraw consent prior to the visit. Please, note that you can withdraw your consent following the visit as well at any point. Prior to visits, if a visit organiser plans to take photos, the group leader is informed of the possibility of photos (or screenshots for virtual visits) being taken during the visit for communication purposes. Visitors can provide their consent by standing in front of the camera (if the visit takes place in a Commission building) or by turning their camera on during virtual visits.

Upon arrival to the Visitors' Centre, groups also have the possibility to participate in a souvenir group photo by standing on a designated podium, in front of a digital backdrop. Once the backdrop is selected, via an i-pad formatted for this purpose, the photo is taken and is projected onto the digital backdrop - with a QR code.

By scanning the QR code with their phones, visitors can download the group photo directly onto their phone.

Photos will be automatically deleted after 10 minutes. The photo will not be used for automated decision-making including profiling.

Visitors provide their consent with a clear affirmative act by standing in the designated podium.

4. Which personal data do we collect and further process?

In order to carry out this processing operation, the Data Controller collects the following categories of personal data:

1. Data necessary collected for physical visits:

Data collected from visitors to the Visitors' Centre:

- Mandatory data: name and surname, date of birth, nationality, ID card or passport number, email address.

Data collected from group leaders:

- Mandatory data: name, first name, date of birth, nationality, ID card or passport number, email address, telephone number, mobile telephone number, postal address, country of residence, IP address.

Data collected from visitors for Experience Europe Brussels:

- Personal data collected from visitors via the Experience Europe website: Mandatory data: title, first name, last name, email, preferred language;

- Personal data collected from visitors via the Experience Europe Functional Mailbox: email and any additional personal data they voluntarily provide;
- Personal data collected for Experience Europe's Evaluation iPad digital postcard feature: Mandatory: email. Optional: first name;
- Anonymised data collected on Experience Europe's Evaluation iPad: it is optional to provide a first name after completing the evaluation;
- Anonymised data optionally collected from visitors at the entrance, on site of the Experience Europe exhibition centre: nationality, age range.

Please note that providing most of the personal data are optional for visiting Experience Europe. Only the contacts of the group leader are strictly necessary in order to book in advance via the website or via email. Their data are deleted following the visits.

The categories of data processed in order to grant access to the Commission premises are also described in the record of DG HR.DS ([DPR-EC-00655](#)).

2. Data necessary for virtual visits to the Visitors' Centre:

Data collected from virtual visitors:

- Mandatory data: name, first name, nationality, e-mail address.

Data collected from group leaders:

- Mandatory data: contact details (e-mail address, telephone number, mobile telephone number, postal address, country of residence, IP address).

Regardless of the nature of the visit, it is mandatory for group leaders to provide information about the group's origin, overall sector of activity and age range.

The photographs of the speakers and panoramic photographs of visitors may be taken and published in the context of promoting the Visitors' Centre activities internally (e.g. PowerPoint, activity reports, publications) and externally (e.g. social media, EC official websites). Participants can indicate that they do not provide their consent to the recording/publishing activities by, e.g. sitting in back rows which are not recorded/photographed, wearing special badges or through alternative means which indicate that a person does not wish to be photographed. Photos of visitors manifestly made public by the data subjects themselves (e.g. via their social media profiles), may be taken and published in the context of promoting the Visitors' Centre activities internally (e.g. PowerPoint, activity reports, publications) and externally (e.g. social media, EC official websites). This may include the souvenir photo at the entrance to the Visitors' Centre.

5. How long do we keep your personal data?

The Data Controller only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing.

Personal data of the visitors will be kept for a maximum period of 1 (one) year for security reasons before being anonymised. The data of a group leader will be kept for a maximum period of 5 (five) years before being anonymised. The group leader may also request the Data Controller to have his/her data removed sooner.

Storage of voluntary group photo taken at entrance to Visitors' Centre will be kept on the server of European Commission for 10 minutes in order to allow those who chose to be in the photo, to scan the photo with QR code, and download onto their phones. After 10 minutes photo is automatically deleted.

With regard to personal data collected within the framework of the communication station "Smile Europe", photographs will be deleted automatically as soon as they are sent by email. Email addresses will be automatically deleted after the photograph is sent to the data subject.

With regard to personal data collected within the framework of the Evaluation iPad digital postcard, the postcard will be deleted automatically as soon as it is sent by email. Email addresses will be automatically deleted after the postcard is sent to the data subject.

6. How do we protect and safeguard your personal data?

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are either stored on the servers of the European Commission or of its contractors, all within the EU. All processing operations are carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

The Commission's contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States ('GDPR' [Regulation \(EU\) 2016/679](#)).

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

7. Who has access to your personal data and to whom is it disclosed?

Access to the personal data is provided to the authorised personnel of the European Commission and its contractors responsible for carrying out this processing operation according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Personal data of group leaders and visitors is accessible to the internal staff of the Visitors' Centre, and Experience Europe Brussels, in charge of preparing visits' programmes and accompanying the groups during the visits, external hosting staff working in the Visitors' Centre (e.g. 'intra muros' and external contractors under a framework contract) welcoming the visiting groups and accompanying them during the visits and security services. In addition, personal data of visitors may be made available, upon request, to internal and external speakers.

Security services may collect and handle personal data of the visitors for security purposes, prior to the entry to the Commission premises. Security services should be interpreted as services contracted by the EU institutions.

8. What are your rights and how can you exercise them?

You have specific rights as a 'data subject' under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725. As regards this processing operation, you can exercise the following rights:

- the right to access your personal data (Article 17 of Regulation (EU) 2018/1725);
- the right to rectification in the case that your personal data is inaccurate or incomplete (Article 18 of Regulation (EU) 2018/1725);
- the right to erasure of your personal data (Article 19 of Regulation (EU) 2018/1725);
- where applicable, the right to restrict the processing of your personal data (Article 20 of Regulation (EU) 2018/1725);
- the right to data portability (Article 22 of Regulation (EU) 2018/1725);
- and the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a).

If you have provided your consent the Directorate-General for Communication, Directorate B, Unit B.4. for the present processing operation, you can withdraw it at any time by notifying the Data Controller. The withdrawal will not affect the lawfulness of the processing carried out before you have withdrawn your consent.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Section 9.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. Record reference(s) as specified under Section 10) in your request.

9. Contact information

The Data Controller

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller, Directorate-General for Communication, Unit B.4. (VISIT-REQUESTS@ec.europa.eu).

The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (DATA-PROTECTION-OFFICER@ec.europa.eu) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

The European Data Protection Supervisor (EDPS)

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor (edps@edps.europa.eu) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

10. Where to find more detailed information?

The Commission Data Protection Officer (DPO) publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following record reference: DPR-EC-00081.