**RECORD OF A PERSONAL DATA PROCESSING ACTIVITY**


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1) **Controller(s)\(^1\) of data processing activity (Article 31.1(a))**

EFSA unit in charge of the processing activity: Head of ComCo Department

EFSA Data Protection Officer (DPO): [DataProtectionOfficer@efsa.europa.eu](mailto:DataProtectionOfficer@efsa.europa.eu)

Is EFSA a co-controller? **No**

**If yes,** indicate who is EFSA’s co-controller:

2) **Who is actually conducting the processing? (Article 31.1(a))**

The data is processed by EFSA itself  

*Indicate the EFSA units or teams involved in the data processing:*

ENCO, COM and Ask EFSA contact points within the organisation.

The processing operation is conducted together with an external party

*Please provide below details on the external involvement:*

3) **Purpose of the processing (Article 31.1(b))**

Personal data are processed to allow for the effective and coherent handling of questions and the production of statistics. Questions submitted by means of the ‘Ask EFSA’ web form are centralised by the ‘Ask EFSA’ Service, which takes care of answering. As needed, the ‘Ask EFSA’ Service may consult internally with competent EFSA units in order to provide the response. If a question at least partially qualifies as an application for public access to documents in the sense of Regulation No (EC) 1049/2001, the ‘Ask EFSA’ Service forwards it to the Legal and Assurance Services Unit, which is handling such requests.

4) **Legal basis and lawfulness of the processing (Article 5(a)–(d)):**

*Processing necessary for:*

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\(^1\) The controller decides on the purposes and means of the data processing. In case of joint controllership (e.g. systems of the European Commission applied by EFSA or jointly with another agency), EFSA is a co-controller.
(a) a task carried out in the public interest or in the exercise of official authority vested in EFSA  

(b) compliance with a legal obligation to which EFSA is subject

(c) performance of a contract with the data subject or to prepare such contract

(d) The data subject has given consent (ex ante, explicit, informed)

Further details on the legal basis:

‘Ask EFSA’ information requests are handled in accordance with EFSA’s Code of good administrative behaviour.

5) Description of the categories of data subjects (Article 31.1(c))

Whose personal data are processed?

EFSA statutory staff
Other individuals working for EFSA (consultants, trainees, interims, experts)  
Stakeholders of EFSA, including Member State representatives  
Contractors of EFSA providing goods and services  
The general public, including visitors, correspondents, enquirers  
Relatives of the data subject
Other categories of data subjects (please detail below)

Further details concerning the data subjects whose data are processed:

6) Type of personal data processed (Article 31.1(c))

a) General personal data
The personal data concerns:

Name, contact details and affiliation  
Details on education, expertise, profession of the person  
Curriculum vitae  
Financial details
Family, lifestyle and social circumstances
Goods and services the person provides
Other personal data (please detail):

b) **Sensitive personal data** (Article 10)
The personal data reveals:

- Racial or ethnic origin of the person
- Political opinions or trade union membership
- Religious or philosophical beliefs
- Health data or genetic or biometric data
- Information regarding the person’s sex life or sexual orientation

*Further details concerning the personal data processed:*

The personal data processed are the first name, the family name of the requester and the contact details for enabling the ‘Ask EFSA’ Service to send a reply. In addition, for statistical purposes the ‘Ask EFSA’ Service requests also the requester’s affiliation and country.

7) **Recipients of the data (Article 31.1(d))**

- Line managers of the data subject
- Designated EFSA staff members
- Other recipients *(please specify)*:

  Ask EFSA Lead Operator and Back-up Operator (trainees within the ENCO and COM Units).

8) **Transfers to recipients outside the EEA (Article 31.1 (e))**

Data are transferred to third country recipients:

- Yes
- No

*If yes*, specify to which third country:

*If yes*, specify under which safeguards:
9) Technical and organisational security measures (Article 31.1(g))

How is the data stored?

On EFSA’s Document Management System (DMS)  
On a shared EFSA network drive or in an Outlook folder  
In a paper file  
Using a cloud computing solution (please detail the service provider and main characteristics of the cloud solution, e.g. public, private)  
On servers of an external service provider  
On servers of the European Commission or of another EU Institution  
In another way (please specify):  

Please provide some general information on the security measures applied:

Data are also stored on EFSA’s Risk Assessment Workflow (RAW), as well as in an ad hoc Microsoft Excel table.

10) Retention period (Article 4.1 (e))

Personal data processed in the context of ‘Ask EFSA’ are kept for 18 months after the question has been answered to allow for the effective and coherent handling of recurrent questions and the production of statistics.

11) Consultation with the Information Security Officer

Was the ISO consulted on the processing operation?

Yes  
No  

If yes, please provide some details on the consultation with the ISO:
12) Information given to data subjects (Articles 15 and 16)

Has information been provided to data subjects on the way their data is processed including how they can exercise their rights (access, rectification, objection, data portability)? Usually this information is provided in a Privacy Statement, specifying the controller’s contact details. As possible, please provide a link to the relevant Privacy Statement or a description.

The information is provided on a Privacy Statement available online: https://www.efsa.europa.eu/sites/default/files/about/Documents/ask-efsa-privacy-statement.pdf

Last update of this record: 27/02/2020

Reference: DPO/COM/3