

Privacy Statement

Ask EFSA

Note on processing of personal data in the context of the 'Ask EFSA' Service available on the EFSA website

Regulation (EU) 2018/1725 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, is applicable to personal data processing in the context of 'Ask EFSA'. In accordance with Article 15 of the Regulation, the following information is provided:

The controller of personal data processing in the context of the 'Ask EFSA' Service is EFSA's Communication, Engagement and Cooperation Department (COMCO), which can be contacted writing to its Head, Barbara Gallani (barbara.gallani@efsa.europa.eu). EFSA's Data Protection Officer can be contacted at DataProtectionOfficer@efsa.europa.eu.

The purpose of the 'Ask EFSA' Service is to provide individual responses to questions from any interested party about EFSA's work in an efficient and customer oriented manner, in accordance with [EFSA's code of good administrative behaviour](#).

The legal basis for data processing at EFSA is provided in EFSA's Founding Regulation (EC) No 178/2002. In accordance with Article 5(a) of Regulation (EC) No 45/2001, the data processing is necessary for the performance of a task carried out in the public interest on the basis of the official authority vested in EFSA as an EU Agency.

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. The submission by means of the on-line tool requires the requester's consent (*checkbox*) for EFSA to process these personal data.

Questions submitted by means of the 'Ask EFSA' web form are centralised by the 'Ask EFSA' Service, which takes care of providing the answer. In some cases, when needed, the 'Ask EFSA' Service may consult internally with relevant services of the organisation 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 takes care of responding to the requester.

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.

If requesters wish to access, correct, block or erase their personal data submitted in the context of an 'Ask EFSA' request, they should write to the controller or to the EFSA Data Protection Officer using the above contact details.

They may also at any time lodge a complaint with the European Data Protection Supervisor in relation of the processing of their personal data in the context of 'Ask EFSA': website <https://edps.europa.eu/>.