



## RECORD OF A PERSONAL DATA PROCESSING ACTIVITY

according to Article 31 of [Regulation \(EU\) 2018/1725](#)

Title
<b>Ask EFSA Service</b>

1) Controller(s) <sup>1</sup> 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): <a href="mailto:DataProtectionOfficer@efsa.europa.eu">DataProtectionOfficer@efsa.europa.eu</a>
Is EFSA a co-controller? <b>No</b>
<b>If yes</b> , 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 <input checked="" type="checkbox"/>
<i>Indicate the EFSA units or teams involved in the data processing:</i>
ENCO, COM and Ask EFSA contact points within the organisation.
The processing operation is conducted together with an external party <input type="checkbox"/>
<i>Please provide below details on the external involvement:</i>

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)):
<i>Processing necessary for:</i>

<sup>1</sup> 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	<input type="checkbox"/>
Goods and services the person provides	<input type="checkbox"/>
Other personal data (please detail):	<input checked="" type="checkbox"/>

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

Racial or ethnic origin of the person	<input type="checkbox"/>
Political opinions or trade union membership	<input type="checkbox"/>
Religious or philosophical beliefs	<input type="checkbox"/>
Health data or genetic or biometric data	<input type="checkbox"/>
Information regarding the person's sex life or sexual orientation	<input type="checkbox"/>

*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	<input type="checkbox"/>
Designated EFSA staff members	<input checked="" type="checkbox"/>
Other recipients ( <i>please specify</i> ):	<input checked="" type="checkbox"/>
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	<input type="checkbox"/>
No	<input checked="" type="checkbox"/>
<b>If yes</b> , specify to which third country:	
<b>If yes</b> , specify under which safeguards:	

Adequacy Decision of the European Commission	<input type="checkbox"/>
Standard Contractual Clauses	<input type="checkbox"/>
Binding Corporate Rules	<input type="checkbox"/>
Memorandum of Understanding between public authorities	<input type="checkbox"/>

## 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