



## RECORD OF A PERSONAL DATA PROCESSING ACTIVITY

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

Title
<b>Service Desk assistance</b>

1) Controller(s) <sup>1</sup> of data processing activity (Article 31.1(a))
<p>EFSA unit in charge of the processing activity: Transformation Services</p> <p>EFSA Data Protection Officer (DPO): <a href="mailto:DataProtectionOfficer@efsa.europa.eu">DataProtectionOfficer@efsa.europa.eu</a></p> <p>Is EFSA a co-controller? <input type="text" value="No"/></p> <p><b>If yes</b>, indicate who is EFSA's co-controller:</p>

2) Who is actually conducting the processing? (Article 31.1(a))
<p>The data is processed by EFSA itself <input checked="" type="checkbox"/></p> <p><i>Indicate the EFSA units or teams involved in the data processing:</i></p> <p>Staff of EFSA Transformation Services (TS) supervising the Service Desk</p> <p>The processing operation is conducted together with an external party <input checked="" type="checkbox"/></p> <p><i>Please provide below details on the external involvement:</i></p> <ul style="list-style-type: none"> <li>The EFSA Service Desk is populated by external consultants engaged under EFSA's framework contracts for IT consultancy ;</li> <li>The management of the EFSA Service Desk management is supported by ServiceNow ticketing and management system (SaaS cloud)</li> </ul>

3) Purpose of the processing (Article 31.1(b))
<p>Under the supervision of TS Unit staff, the EFSA Service Desk provides instant help and assistance to EFSA staff in their use of office tools and systems and assists in resolving disruptions and problems with EFSA hardware and software tools.</p>

<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.

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

*Processing necessary for:*

- (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:*

#### 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	<input type="checkbox"/>
Family, lifestyle and social circumstances	<input type="checkbox"/>
Goods and services the person provides	<input type="checkbox"/>
Other personal data (please detail):	<input type="checkbox"/>
<b>b) Sensitive personal data</b> (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"/>
<i>Further details concerning the personal data processed:</i>	
Work contact details, any personally identifiable information included <i>ad hoc</i> in the ticketing and follow-up of Service Desk assistance to EFSA staff members/users seeking help and assistance.	

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 type="checkbox"/>

8) Transfers to recipients outside the EEA (Article 31.1 (e))	
Data are transferred to third country recipients:	
Yes <input checked="" type="checkbox"/>	No <input 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 checked="" type="checkbox"/>

Binding Corporate Rules ☐

Memorandum of Understanding between public authorities ☐

The EFSA Service Desk management is supported by a ServiceNow (SaaS cloud) with data storage in The Netherlands and Ireland. Data transfers outside EEA may happen in observance of Chapter V of EDPR/GDPR. More specifically, ServiceNow may engage with subprocessors for the service provision under warranty of the application of Standard Contractual Clauses

## 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:*

## 10) Retention period (Article 4.1 (e))

Data on Service Desk ticketing is kept as long as needed for the user assistance and trouble-shooting and as long as it serves for periodical activity reporting to EFSA.

## 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:*

The ISO has assessed compliance of ServiceNow tool with information security standards.

## 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.*

Last update of this record: 20/11/2020

Reference: DPO/GOV/13