

PROTECTION OF YOUR PERSONAL DATA

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

Processing operation: EURES internal communication ticketing system - JIRA

Data Controller: European Labour Authority, Information and EURES Unit

Record reference: DPR-ELA-2022-0053

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1. Introduction

The European Labour Authority (hereafter 'ELA') is committed to protect your personal data and to respect your privacy. ELA 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 processing operation "EURES internal communication ticketing system - JIRA" undertaken by European Labour Authority, Information and EURES Unit is presented below.

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

Purpose of the processing operation: The Information and EURES Unit collects and uses your personal information to set up and manage the JIRA application. JIRA works as a ticketing system to communicate between the European Coordination Officer (ECO), the EURES Technical Team in the European Commission and the National Coordination Offices (NCOs) in the Member States through its different projects.

For this purpose and in order to effectively manage the EURES Portal and ensure a secure channel of communication among the different actors involved, the process of personal data is needed.

The network is coordinated by ECO established within ELA. ECO manages the EURES portal and has developed several applications inside the EURES portal to support the interoperability processes among the different actors.

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

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

We process your personal data, because, according to Article 5(1) Regulation(EU) 2018/1725:

(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;

AND

(b) processing is necessary for compliance with a legal obligation to which the controller is subject.

Legal basis:

- Regulation (EU) 2019/1149 of the European Parliament and of the Council of 20 June 2019 establishing a European Labour Authority
- Regulation (EU) 2016/589 , "the EURES Regulation", and in particular its Chapter III, defines the purposes of the processing, namely to enable matching of job vacancies with CVs/Jobseeker profiles and sets out general conditions for the processing.

- Further provisions for the data processing, in particular with regard to the roles and responsibilities of the various parties involved in the processing are laid down in the Commission Implementing Decision (EU) 2017/1257.

We do not process **special categories of personal data**, therefore Article 10 of the Regulation does not apply.

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

In order to carry out this processing operation, the Information and EURES Unit collects the following categories of personal data:

1. **Profile page:**
Mandatory information: Username, full name, password, email.
Non-mandatory information: groups, picture, labels.
2. **Related project:** EURES Portal Management or EURES Helpdesk with the respective names of the Project leaders.
EURES Portal Management relates to technical support for the EURES Portal
EURES Helpdesk relates to specific business support.
3. **Ticket information:**
Status, description of the incident/issue, person attributed, follow-up (comments), priority, dates.
4. **Logs**
5. **Personal data related to a specific CV/profile of a jobseeker or an employer**
6. **Abuse case**
In relation to the specific process of misuse/abuse of the data in the EURES Portal, the relevant Privacy Statement will apply.

The provision of personal data is mandatory to meet a legal requirement: EURES Regulation. If you do not provide your personal data, we will not be able to fulfil our obligations.

In most of the cases we have obtained the data directly from you, but in other cases, we may have obtained your personal data from the relevant National Coordination Offices, or by the Single Coordination Points.

The data of the data subjects mentioned in the Jira tickets are obtained by the reporters.

5. How long do we keep your personal data?

The Information and EURES Unit only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, namely for:

- **Profile page related date:** As long as the user has access to the platform due to their professional/legal obligations.
- **Personal data related to the ticket including personal data from jobseekers/data employers:** 1 year after the consultation is closed and solved the data will be aggregated and the ticket will relate only to the specific organisation without any personal data references.

- **Personal data related to misuse/abuse of data on the EURES Portal:** The type of abuse/misuse and record of the action taken will be kept for as long as it is necessary, following the specific procedure for these cases.
- **Logs:** Stored for a maximum of **6 months**. In context of investigations of security incidents the data could be further processed following record 'DPR-ELA-2022-0032 Security investigations' where a different retention period applies.

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 stored either on the servers of the European Labour Authority or of its contractors.

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

In order to protect your personal data, ELA has put in place a number of technical and organisational measures in place. 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 your personal data is provided to ELA staff responsible for carrying out this processing operation and to authorised staff according to the "need to know" principle. Such staff abide by statutory, and when required, additional confidentiality agreements.

Administrators of the platform:

Staff in the Information and EURES Unit (ECO), and the external contractor and EURES Technical Team in the European Commission will have access to all data categories in order to assign the consultation to the appropriate service/person.

Users of the platform:

The platform is divided in two different projects and users can be attributed to one or another or both and will only have access to their specific one. Only relevant tickets will be shared with the concerned NCO.

FAQ documents could be created on the basis of the consultations received through JIRA but will not include personal data.

International data transfers:

The controller will transfer your personal data to the relevant stakeholders in Iceland, Liechtenstein, Norway and Switzerland.

The controller will transfer your personal data based on:

- adequacy decision of the Commission for Switzerland.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

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, in particular the right to access, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a) on grounds relating to your particular situation.

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 Heading 9 below.

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

ela-eures-ecg@ela.europa.eu

- The Data Protection Officer (DPO) of ELA

You may contact the Data Protection Officer (data-protection@ela.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?

ELA Data Protection Officer (DPO) publishes the register of all processing operations on personal data by ELA, which have been documented and notified to him. You may access the register via the following link: <https://www.ela.europa.eu/en/privacy-policy>

This specific processing operation has been included in the DPO's public register with the following Record reference: DPR-ELA-2022-0053 EURES internal communication ticketing system - JIRA.