



**European Labour Authority**

DATA PROTECTION OFFICER

**RECORD OF PROCESSING OPERATIONS ON PERSONAL DATA**

**DPR-ELA-2024-0011 ELA Wellbeing activities**

**1 PART 1: PUBLIC - RECORD (ARTICLE 31<sup>1</sup>)**

**1.1 GENERAL INFORMATION**

<b>Record reference</b>	DPR-ELA-2024-0011
<b>Title of the processing operation</b>	ELA Wellbeing activities
<b>Controller entity</b>	European Labour Authority, Resources Unit, Human Resources Sector
<b>Joint controllers</b>	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> YES, fill in details below
<b>Processor(s)</b>	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES, fill in details below
<b>Internal organisation(s)/entity(ies) Names and contact details</b>	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> YES
<b>External organisation(s)/entity(ies) Names and contact details</b>	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES External contractors will be engage to perform different activities related to this process such as preparation of surveys, learning activities or organisation of events.  If an external contractor is engaged, they will be bound by Regulation (EU)2018/17125 and a specific Data Processing Agreement will be signed between the parties involved.  In particular for the Wellbeing platform, the external contractor is:  <b>Mavie Work GmbH</b> Rothschildplatz 4 / 6. Stock, 1020 Wien
<b>Data Protection Officer Name and contact details</b>	Laura NUNEZ BAREZ European Labour Authority Landererova 12, 811 09 Bratislava I Slovakia Email: data-protection@ela.europa.eu
<b>Corporate Record</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Language of the record</b>	English

<sup>1</sup> Pursuant to **article 31** of the new data protection regulation for EU institutions and bodies (**Regulation (EU) 2018/1725**) each controller and processor have to maintain a **record of processing activities** under its responsibility that contains at least the information listed under that article.

## 1.2 PURPOSE AND DESCRIPTION OF THE PROCESSING

### 1.2.1 Purpose

The European Labour Authority is committed to protect staff engagement and wellbeing in the workplace. It is important for the authority to cultivate a value-based, inclusive, and environmentally responsible organisation which ensures attractiveness and wellbeing at work, and it is promoted through the HR Strategy for 2024.

In particular, the ELA wellbeing journey aims to foster a positive and fulfilling work environment that cultivates employees' commitment, wellbeing, motivation and sense of belonging leading to higher productivity and retention of employees. For this specific purpose, the Human Resources Sector organises several activities focused on wellbeing at work and follows up with specific surveys such as the Wellbeing Pulse Survey to monitor the working conditions, workload, and staff engagement.

A specific functional mailbox has been created to deal with specific consultation on this topic from the staff. Only HR staff working in staff engagement & wellbeing on a need-to-know basis will have access to it.

Some of the initiatives included under the wellbeing journey are:

- Staff activities
- Library
- Wellbeing platform
- Counselling

### 1.2.2 Processing for further purposes

- Archiving in the public interest
- Scientific or historical research purposes
- Statistical purposes

#### Safeguards in place to ensure data minimisation

- Pseudonymisation
- Any other, specify

Anonymisation when possible. Most of the surveys related to staff engagement, workload or wellbeing are anonymous. When this is not possible, in some cases, the external contractor will have access to personal data, on behalf of the Controller, but HR Sector, Resources Unit or the Authority never see the personal data and only access to aggregated data.

### 1.2.3 Modes of processing

1.  Automated processing (Article 24)
  - a.  Computer/machine
    - i.  automated individual decision-making , including profiling
    - ii.  Online form/feedback
    - iii.  Any other, specify  
External wellbeing platform.

2.  Manual processing
  - a.  Word documents
  - b.  Excel sheet
  - c.  Any other, specify

MS Office documents, Adobe pdfs, audiovisual/multimedia assets, image files.

3.  Any other mode, specify  
EU Survey. For anonymised data, no privacy statement will be required but in case personal data is needed a specific privacy statement will be prepared and attached to the survey itself.

**Description**

**1.2.4 Storage medium**

- 1.  Paper
- 2.  Electronic
  - a.  Digital (MS documents (Word, excel, Powerpoint), Adobe pdf, Audiovisual/multimedia assets, Image files (.JPEG, .PNG, etc.))
  - b.  Databases
  - c.  Servers
  - d.  Cloud
- 3.  External contractor premises
- 4.  Others, specify

**Description:**

Documents containing personal data will be marked as “sensitive non classified” or “sensitive non classified encrypted” according to MB Decision 4/2024 handling sensitive non classified information at the European Labour Authority.

If personal data is shared with external contractors, a specific Data Processing Agreement will be signed between the parties and data can also be shared safely (using any of the existing encryption possibilities at the Authority).

For the wellbeing platform:

Employees can access our Portal (for mental well-being) or Mavie Move (for physical well-being) by registering using a private or business email. This ensures that users preserve the degree of anonymity they feel safe with. To register, users need to enter a valid Mavie Code, which Mavie Work will provide to the Customer ahead of time.

**1.3 DATA SUBJECTS AND DATA CATEGORIES**

**1.3.1 Data subjects' categories**

1. Internal to organisation	ELA staff
2. External to organisation	External trainers External coaches

**1.3.2 Data categories/fields**

**To organise staff activities**

Name, surname, position, Unit, Sector, availability and attendance, phone number/e-mail address.

**Surveys**

In general, surveys are anonymised. Only the list of contacts is used to send the specific link.

In rare occasions, surveys may be pseudonymised, but only the external contractor engaged will have access to the raw data. The Authority will not receive such data, as it is only interested in aggregated data and not particular situations.

**Wellbeing platform:**

Name, surname, email and courses/ counselling sessions followed.

The Authority will not receive the information related to the courses followed or completed by any ELA staff but just aggregated data of the use of the platform.

The external contractor will also have access to:

Training history, activity in the platform,

In the wellbeing platform, will be also possible for Staff to contact a specialised coach and discuss their personal situation. The Authority will not receive any detailed information related to these coaches' session but only credits consumed, and broad topic addressed (e.g. stress, harassment, burnout) to monitor the activity from accounting purposes and understand aggregated areas of concern in the organisation.

Participation on any of the activities described is voluntary.

**1.3.2.1 Special categories of personal data**

**Indicate if the processing operation concerns any 'special categories of data' which fall(s) under Article 10(1), which shall be prohibited unless any of the reasons under article 10(2) applies:**

**Yes , the processing concerns the following special category(ies):**

Data revealing

- racial or ethnic origin,
- political opinions,
- religious or philosophical beliefs,
- trade union membership,

Or/and,

- Genetic data, biometric data for the purpose of uniquely identifying a natural person,
- Data concerning health,
- Data concerning a natural person's sex life or sexual orientation.

**N/A**

**1.3.2.2 Data related to 'criminal convictions and offences'**

<b>The data being processed contain sensitive data which fall(s) under Article 11 'criminal convictions and offences'</b>	N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/>
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**1.4 RETENTION PERIOD**

Indicate the administrative time limit(s) for keeping the personal data per data category, and if known, specify the start/end date, or describe the specific start/end moment of each time limit:

<b>Data category</b>	<b>Retention period</b>
Staff activities related personal data	The data related to a specific event will be deleted 1 year after the inclusion of the activity in the final report.
Surveys	Most of the surveys are anonymised, in case a survey containing personal data is organised, a specific privacy statement will be prepared.  The anonymous surveys are sent to all ELA staff through dedicated groups. These groups are updated at maximum 48-hour intervals.
Wellbeing platform	External contractor will keep the data for 7 years, according to national legislation.

	After the contract ends, the external contractor revoke access to the online platform and delete online user profiles. Record of participation by users are digitally stored for 7 years for legal reasons. These records include the name of the client, the company they worked for, and the sports/nutrition activity (for the physical wellbeing) they participated in. External contractors do not store any sensitive health information on our platform.
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**1.5 RECIPIENTS**

<b>Origin of the recipients of the data</b>	
1.	<input checked="" type="checkbox"/> Within the EU organization ELA HR staff working on staff engagement & wellbeing activities on a need to know basis
2.	<input checked="" type="checkbox"/> Outside the EU organization External contractors

<b>Categories of the data recipients</b>	
1.	<input checked="" type="checkbox"/> A natural or legal person
2.	<input type="checkbox"/> Public authority
3.	<input type="checkbox"/> Agency
4.	<input type="checkbox"/> Any other third party, specify

**Description**

The European Labour Authority's contractors are bound by a specific contractual clause for any processing operations of personal data on behalf of the European Labour Authority, and by the confidentiality obligations deriving from the General Data Protection Regulation. A specific Data Processing Agreement will be signed with them to cover any particular issue related to personal data protection.

For the wellbeing platform, only aggregated data will be shared with the Authority. No personal information related to the training courses followed or coach sessions followed will be shared with the European Labour Authority.

**1.6 INTERNATIONAL DATA TRANSFERS**

<b>Transfer to third countries or international organisations of personal data</b>	
<b>1. Transfer outside of the EU or EEA</b>	<input checked="" type="checkbox"/> N/A, transfers do not occur and are not planned to occur <input type="checkbox"/> YES,
<b>2. Transfer to international organisation(s)</b>	<input checked="" type="checkbox"/> N/A, transfers do not occur and are not planned to occur <input type="checkbox"/> Yes, specify further details about the transfer below
<b>3. Derogations for specific situations (Article 50.1 (a) –(g))</b>	<input checked="" type="checkbox"/> N /A <input type="checkbox"/> Yes, derogation(s) for specific situations in accordance with article 50.1 (a) –(g) apply (ies).

**Description**

No international data transfers are foreseen for this specific process.

**1.7 INFORMATION TO DATA SUBJECTS ON THEIR RIGHTS**

<b>Rights of the data subjects</b>
<i>Article 17 – Right of access by the data subject</i>
<i>Article 18 – Right to rectification</i>
<i>Article 19 – Right to erasure (right to be forgotten)</i>
<i>Article 20 – Right to restriction of processing</i>
<i>Article 21 – Notification obligation regarding rectification or erasure of personal data or restriction of processing</i>
<i>Article 22 – Right to data portability</i>
<i>Article 23 – Right to object</i>
<i>Article 24 – Rights related to Automated individual decision-making, including profiling</i>

**1.7.1 Privacy statement**

The data subjects are informed about their rights and how to exercise them in the form of the a privacy statement attached to this record.

**Publication of the privacy statement**

Published on website

Web location:

- ELA internal website  (SharePoint on Personal data protection )
- External website  (URL: <https://www.ela.europa.eu/en/privacy-policy> )

Other form of publication, specify

Internal Register

Guidance for Data subjects which explains how and where to consult the privacy statement is available and will be provided at the beginning of the processing operation.

**Description:**

Guidance available on ELA main website: <https://www.ela.europa.eu/sites/default/files/2023-04/Your-data-protection-rights-at-ELA.pdf>

**1.8 SECURITY MEASURES**

Short summary of overall Technical and Organizational Measures implemented to ensure Information Security:

**Description:**

All data in electronic format (e-mails, documents, uploaded batches of data etc.) are stored either on the servers of the European Labour Authority or of its contractors.

The European Labour Authority's contractors are bound by a specific contractual clause for any processing operations of personal data on behalf of the European Labour Authority, and by the confidentiality obligations deriving from the General Data Protection Regulation.

In order to protect personal data, the European Labour Authority has put in place a number of technical and organisational measures. 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.