Data Protection Notice for HaDEA’s external client satisfaction survey 2024

The European Health and Digital Executive Agency (HaDEA) processes your personal data in line with Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of personal data by the European Union's institutions, bodies and agencies and on the free movement of such data.

What is the purpose(s) of this processing activity?
The purpose is to collect user feedback, via an anonymous survey, on the services provided by HaDEA to unsuccessful tenderers and contractors of HaDEA-managed programmes. The participation in the survey is voluntary. The feedback covers the tender application, evaluation and contract management phases by HaDEA. It will be analysed in an aggregated manner and it will be used for internal monitoring purposes to continuously improve all services provided by HaDEA.

The application used to conduct the survey is the European Commission’s online questionnaire tool EU Survey. For further information on the questionnaire tool, please refer to the Privacy Statement of EU Survey.

Who is the data controller?
The data controller of the processing operation is the Head of the Planning & Coordination Sector (Director’s Office) at the European Health and Digital Executive Agency (HaDEA).

Which personal data is collected?
The following of your personal data are collected: e-mail address of the selected participants that is mandatory for the purpose(s) outline above and for sending the request to fill the survey questionnaire and any reminders before the set deadline or message to extend the given deadline.

The survey is anonymous and not linked to your email address.

Collected data will be aggregated for the purpose of the analysis.

Any personal data which would be voluntary shared by the respondents via the survey, will be disregarded.

1 Personal data shall mean any information relating to an identified or identifiable natural person (‘data subject’). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Who has access to the personal data of data subjects and to whom can they be disclosed?

The recipients of your personal data will be the relevant HaDEA staff in charge of the external client satisfaction survey.

On a need-to-know basis and in compliance with the relevant current legislation, bodies charged with monitoring or inspection tasks in application of EU law (e.g. EC internal audit, Court of Auditors, European Anti-fraud Office (OLAF), the European Ombudsman, the European Data Protection Supervisor, the European Public Prosecutor) can request access to consult the final report and the underlying supporting analysis of the collected data.

Your personal data will not be transferred to third countries or international organisations.

The processing of your data will not include automated decision-making (such as profiling).

Which is the legal basis for processing your personal data?

The legal basis for the processing activities is: Article 5(1)(a) of Regulation EU 2018/1725 because 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)3 based on the following Regulations:


- Regulation (EU) 2021/690 establishing a programme for the internal market, competitiveness, including small and medium-sized enterprises (SMEs), the area of plants, animals, food and feed, and European statistics (Single Market Programme)


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How to withdraw your consent and the consequences of doing this

If you want us to delete the following personal data (email address), please contact us and we will do it at the latest 10 working days after your request.

Please note that withdrawing your consent does not affect the lawfulness of any processing based on your consent before this consent is withdrawn. Attention is drawn to the consequences of a delete request, which means that all your contact details will be lost.

How long do we keep your personal data?

- Your email address used to send you the link to the survey and reminder(s) and a potential message regarding an extension of the deadline will be kept until the closure of the deadline to reply to the survey.
- Any personal data submitted voluntarily by the respondents will be deleted no later one month after the closure of the survey.

What are your rights regarding your personal data?

You have the right to access your personal data and to request your personal data to be rectified, if the data is inaccurate or incomplete; where applicable, you have the right to request restriction or to object to processing, to request a copy or erasure of your personal data held by the data controller. If processing is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing based on your consent before its withdrawal.

Your request to exercise one of the above rights will be dealt with without undue delay and within one month.

If you have any queries concerning the processing of your personal data or wish to exercise any of the rights described above, you contact the dedicated functional mailbox: HADEA-SATISFACTION-SURVEY-2024@EC.EUROPA.EU and HaDEA DPO HADEA-DPO@ec.europa.eu

You shall have right of recourse at any time to the European Data Protection Supervisor at EDPS@edps.europa.eu.

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