



## Data Protection Notice for HaDEA's external client satisfaction survey 2024

The European Health and Digital Executive Agency (HaDEA) processes your personal data<sup>1</sup> in line with [Regulation \(EU\) 2018/1725 of the European Parliament and of the Council of 23 October 2018](#)<sup>2</sup> 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 EUSurvey. 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.

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<sup>1</sup> **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.

<sup>2</sup> 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (OJ L295/39 of 21.11.2018).

## **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)<sup>3</sup> based on the following Regulations:

- Regulation (EU) 2021/522 of the European Parliament and of the Council of 24 March 2021 establishing a Programme for the Union's action in the field of health ('EU4Health Programme') for the period 2021-2027, and repealing Regulation (EU) No 282/2014
- 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)
- Regulation (EU) 2017/625 of the European Parliament and of the Council of 15 March 2017 on official controls and other official activities performed to ensure the application of food and feed law, rules on animal health and welfare, plant health and plant protection products, amending Regulations (EC) No 999/2001, (EC) No 396/2005, (EC) No 1069/2009, (EC) No 1107/2009, (EU) No 1151/2012, (EU) No 652/2014, (EU) 2016/429 and (EU) 2016/2031 of the European Parliament and of the Council, Council Regulations (EC) No 1/2005 and (EC) No 1099/2009 and Council Directives 98/58/EC, 1999/74/EC, 2007/43/EC, 2008/119/EC and 2008/120/EC, and repealing Regulations (EC) No 854/2004 and (EC) No 882/2004 of the European Parliament and of the Council, Council Directives 89/608/EEC, 89/662/EEC, 90/425/EEC, 91/496/EEC, 96/23/EC, 96/93/EC and 97/78/EC and Council Decision 92/438/EEC (Official Controls Regulation)Text with EEA relevance.
- Regulation (EU) No 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation (EU) No 913/2010 and repealing Regulations (EC) No 680/2007 and (EC) No 67/2010

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<sup>3</sup> Act of Establishment: Commission Implementing Decision (EU) 2021/173 of 12 February 2021 establishing the European Health and Digital Executive Agency .

## **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](mailto:HADEA-SATISFACTION-SURVEY-2024@EC.EUROPA.EU) and HaDEA DPO [HADEA-DPO@ec.europa.eu](mailto: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](mailto:EDPS@edps.europa.eu).

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