



## Data Protection Notice for requests for information

The European Health and Digital Executive Agency (HaDEA or Agency) 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 of this processing activity is to handle requests for information from citizens. The requests for information may be received via paper mail, email, telephone or a dedicated contact form, which is accessible via the Agency webpage on Europa at the following [link](#).

### Who is the data controller?

The data controller of the processing operation is the Head of Unit C3 – Staff, Communication and Support of the European Health and Digital Executive Agency (HaDEA).

### Which personal data is collected?

The following personal data are **mandatory** for the purposes of handling the request for information via the contact form: your name and your email address. Please note that this contact form is embedded in HaDEA website and other personal data can be processed as described in the [website DPN](#).

Any other categories of personal data voluntarily provided by you in your message/request and/or using other communication means (e.g. mail address on paper mail or telephone number) can be processed but are not mandatory.

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

Within the Agency, on a need to know basis, **the recipients** of your personal data will be the staff of the Agency handling the requests.

In addition, your data may be transferred to other EU institutions, agencies and bodies where necessary to ensure the appropriate handling of your request.

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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).

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), European Public Prosecutor Office (EPPO), the European Ombudsman, the European Data Protection Supervisor).

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

### **Which is the legal basis for processing your personal data?**

**The legal basis** for the processing activities is:

Article 5(1)(a) of Regulation 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 vested in HaDEA.

Article 5(1)(b) because processing is necessary for compliance with a legal obligation to which the controller is subject as per Article 22 of the European Code of Good Administrative Behaviour.

### **How long do we keep your personal data?**

The file will be stored by HaDEA for a maximum of two years after the closure of the request for information, in line with the Common Retention List section 9.6.2.

### **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, you may address them to Head of Unit C3 – Staff, Communication and Support (entity acting as data controller) [HADEA-ENQUIRIES@ec.europa.eu](mailto:HADEA-ENQUIRIES@ec.europa.eu).

The HaDEA Data Protection Officer is at your disposal for any clarification you might need on your rights under Regulation (EU) 2018/1725 at the following e-mail address: [HADEA-DATA-PROTECTION@ec.europa.eu](mailto:HADEA-DATA-PROTECTION@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).