

PROTECTION OF YOUR PERSONAL DATA

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

1. Introduction

The European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (hereafter, 'eu-LISA') is committed to protect your personal data and to respect your privacy. eu-LISA 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

The information in relation to processing operation '*Remote access of ICT Services (VPN)*' undertaken by CSU Unit is presented below.

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

CSU collects and uses your personal information for the purpose of managing, troubleshooting and maintaining the system, and keeping the logs for remote access to eu-LISA IT infrastructure in accordance with the Standard on logging and monitoring of eu-LISA. Log analysis is done for technical troubleshooting/maintenance purposes and not to assess staff work productivity.

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

Your personal data processed may be reused for the purpose of procedures before the EU Courts, national courts, or the European Court of Auditors.

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

According to Article 5(1) of Regulation (EU) 2018/1725, **lawfulness of processing**, we process your personal data, because:

processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;

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

In order to carry out this processing operation CSU collects the following categories of personal data:

- Username (from the authentication system)

- IP Address
- time of the event.

5. How long do we keep your personal data?

CSU only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, as follows: the event logs (time of the event, user name provided by the authentication mechanism existing in Active Directory, IP address, Action: Allow / Block Communication) are stored by the system for 1 year. After that period the information is deleted.

When determining the maximum retention periods, the Agency takes also into account possible legal recourses, legal, auditing, archiving and reporting obligations.

6. Who has access to your personal data and to whom is it disclosed?

Access to your personal data is provided to eu-LISA 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.

The collected personal data will be disclosed to designated personnel with the sole purpose of debugging and end-user support.

The personal data are also disclosed to the Security Unit of eu-LISA for monitoring purposes ([Case 23 - 0014/2015 - Monitoring remote access to eu-LISA IT infrastructure for security and technical troubleshooting](#)).

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.

7. 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, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

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.

8. 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, HoCSU@eulisa.europa.eu.

- The Data Protection Officer of eu-LISA

You may contact the Data Protection Officer (dpo@eulisa.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)

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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.