DATA PROTECTION NOTICE

Survey on Satisfaction of Member States in their interactions with the Agency as a result of the deployment of Liaison Officers to Member States

1. Introduction

The European Union Agency for Asylum (hereinafter 'the EUAA' or 'the Agency') is committed to protecting your privacy. The EUAA collects and further processes personal data pursuant to Regulation (EU) 2018/1725[1] (hereinafter 'the EUDPR').

This Data Protection Notice explains *inter alia* the reasons for the processing of your personal data, the way we collect, handle and ensure protection of your personal data and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, as well as of the Data Protection Officer (DPO) and the European Data Protection Supervisor (EDPS) to which you may have recourse as well to exercise the said rights.

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

This Notice provides information about the processing of your personal data in the context of the "*Survey on Satisfaction of Member States in their interactions with the Agency as a result of the deployment of Liaison Officers to Member States"*. The survey is organised by the European and Institutional Partnerships Unit (EIPU), Member States and Partner Countries Sector, and it is carried out with the EU Survey tool of the European Commission (DG DIGIT)[2].

In particular, personal data are processed by the EUAA to assess and gather feedback on the participants' experience, and to identify areas for improvement of the Liaison Officer function, with a view to enhancing bilateral cooperation between the EUAA and Member States.

We process your personal data as follows:

Relevant stakeholders receive an invitation to participate along with the EU Survey link, to their e-mail account. All data collected via EU Survey is subsequently downloaded and stored on the EUAA's Electronic Records and Documents Management System ('ERDMS').

The 'anonymous mode' of EU Survey will be enabled for this survey; this means that tracking metrics are removed and neither EU Survey nor the survey author will collect user-related information, such as IP addresses or EU Login identifiers. As such, responses are stored without links to a respondent's identity. Individuals may still be identifiable depending on the nature of the replies to the survey, in particular, where free-text replies are enabled or when the feedback is provided in relation to a country of reference.

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[1]. 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 L 295, 21.11.2018, p. 39, ELI: http://data.europa.eu/eli/reg/2018/1725/oj).

[2]. The European Commission ('DG DIGIT') remains responsible for hosting and maintaining the EU Survey platform and acts as separate Data Controller for user management, authentication and technical support, traffic statistics and analytics via Europa Analytics. For more information, please consult the Commission's Privacy Policy on EU Survey.

Survey results will be further processed in order to produce relevant reports on the overall quality and efficiency of the Agency's engagement with the Member States in the context of the deployment of Liaison Officers. As such, survey responses will be aggregated and the resulting report will be anonymised.

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

We process your personal data on the basis of Article 7 of Regulation (EU) 2021/2303[3] (hereinafter 'the EUAA Regulation'), because processing is necessary in order to ensure the deployment of the EUAA Liaison Officers and the efficient carrying out of their tasks.

Consequently, the processing operation is lawful under Article 5(1) point (a) of the EUDPR, given that it is necessary for the performance of a task carried out in the public interest for the implementation of the EUAA Regulation, and in the exercise of official authority vested in the Agency.

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

The following (categories of) personal data may be processed:

- Personal data related to your role in cooperation with the Agency, namely as a EUAA Management Board member, alternate or as a national focal point for LO matters or representative of relevant national authority not represented in the EUAA Management Board, and the country of reference.
- Multiple choice questions on the experience and interaction with the Liaison Officer (rating scale questions).
- Opinions, views and feedback: answers in closed questions (e.g. ratings, multiple choice) and answers contained in open text fields.

5. How long do we keep your personal data?

We will not keep personal data longer than necessary to achieve the purposes stated above. Individual survey replies collected from EU Survey will be kept until the reports, containing information in an aggregated and/or anonymised format, are produced and, in general, no longer than one year from their collection.

6. How do we protect and safeguard your personal data?

In order to protect your personal data, we have put in place a number of technical and organisational measures in place as required under Article 33 of the EUDPR. 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 EUAA systems (such as the

[3]. Regulation (EU) 2021/2303 of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum and repealing Regulation (EU) No 439/2010, (OJ L 468, 30.12.2021, p. 1, ELI: http://data.europa.eu/eli/reg/2021/2303/oj).

ERDMS) to authorised Unit(s) and in particular to persons with a legitimate need-to-know, and to ICT staff for security purposes; ensuring that recipients of personal data collected as explained above are bound by confidentiality obligations, in particular in cases of external contractors involved; continuous review and update of access rights and logging of administrative actions.

7. Who has access to your personal data and to whom are they disclosed?

The following (categories of) recipients may have access to your personal data:

- Personnel of the European Institutional and Partnerships Unit (EIPU) organising and conducting the survey, on a strict need-to-know-basis related the purposes of processing;
- The Senior Management Team of the EUAA in relation to aggregated reports, and/or breakdown of survey data per category of survey participants;
- The EUAA Management Board in relation to aggregated reports;
- EUAA ICT administrators and, where needed, the European Commission's DG DIGIT, may access and visualise the EU Survey data when providing technical support.

8. Do we transfer any of your personal data to third countries or international organisations (outside the EU/EEA)?

No, this processing activity does not entail transfer of personal data to third countries or international organisations.

9. Does this processing involve automated decision-making, including profiling?

No, this processing activity does not involve automated decision-making.

10. What are your rights and how can you exercise them?

According to the EUDPR, you are entitled to access your personal data and to rectify them in case the data is inaccurate or incomplete. If your personal data are no longer needed by the EUAA or if the processing operation is unlawful, you have the right to erase your data. Under certain circumstances, such as if you contest the accuracy of the processed data or if you are not sure if your data are lawfully processed, you may ask the Data Controller to restrict the data processing. You may also object, on compelling legitimate grounds, to the processing of data relating to you. Additionally, you have the right to data portability which allows you to obtain the data that the Data Controller holds on you and to transfer it from one Data Controller to another. Where relevant and technically feasible, the EUAA will do this work for you.

Should you have any queries/questions concerning the processing of your personal data or should you wish to exercise your rights, please contact the Data Controller, i.e. the Head of EIPU, by sending an e-mail to: LO.MS@euaa.europa.eu.

You may always submit queries, remarks or complaints relating to the processing of your personal data to the Data Protection Officer (DPO) of the EUAA using the following e-mail address: dpo@euaa.europa.eu.

In case of conflict, complaints can be addressed to the European Data Protection Supervisor (EDPS) using the following e-mail address: supervision@edps.europa.eu.

Adopted: November 2026