

European Ombudsman

Public record of processing activity:

Recruitment procedure of officials and agents in the EO Office

1. Last update of this record: 29/09/2023

2. Reference number: 10/2020

3. Name and contact details of the controller: European Ombudsman, 1 avenue du Président Robert Schuman, CS 30403, F-67001 Strasbourg Cedex - EO-HR@ombudsman.europa.eu

Responsible department: Directorate for Administration- HR

4. Name and contact details of the Data Protection Officer:

Ms Francesca Pavesi, DPO

Mr Nicholas Hernanz, Deputy DPO

Functional e-mail address: Dpo-Euro-Ombudsman@ombudsman.europa.eu

5. Name and contact details of the processor: N/A

6. Name and contact details of the joint controller(s):

- European Parliament's Medical Service for the management of the medical examination prior to recruitment (email: bmedical@europarl.europa.eu)
- European Commission
 - DG DIGIT which manages (i) the SYSPER IT tool used by the European Ombudsman (EO) to create the profile of new staff members on SYSPER to manage, among others, the staff members' individual entitlements and career (email: DIGIT-SYSPER2@ec.europa.eu) and (ii) the NAP application tool used by the EO for the payment of salaries.
 - the Pay Master's Office (PMO) in charge of the payment of the individual entitlements (allowances) and the insurance scheme for illness or accidents of all EU staff (Joint Sickness Insurance Scheme of the European Institutions).

7. Purpose(s) of the processing:

To recruit officials or engage temporary/contract agents in compliance with the requirements of the Staff Regulations and the respective vacancy notice. The processing of personal data aims at establishing the recruited staff member's personal file, individual entitlements, career (step in the grade), financial rights and to issue his/her access card.

The legal basis of the procedure is the Staff Regulations (Articles 11, 11a and 27-33); the Conditions of Employment of Other Servants of the EU ("CEOS") (Articles 12 and 13); and [the Decision of the EO of 1.12. 2014 adopting general implementing provisions relating to the engagement and the use of contract staff.](#)



8. Description of the categories of data subjects and of the categories of personal data:

Categories of data subjects: officials, temporary or contract agents in the process of being recruited in the EO Office

Categories of personal data

- To be recruited, each new staff member of the EO is asked to fill in a form and provide the following information: name(s), surname(s), permanent address, telephone number, private email address, address for correspondence, place of birth, gender, marital status, information on dependents (if applicable), information on military service (if applicable); address of parents (for the determination of the recruited candidate's centre of interests); occupation of spouse; names of relatives by blood or marriage employed at the EU institutions; education; works published; knowledge of languages; previous posts; previous participation in EPSO competitions for a post with the EU.
- Additionally, each new staff member is required to submit the following documents:
 - an extract of a criminal record;
 - a certificate of residence;
 - copies of diplomas;
 - certificates of previous posts;
 - a birth certificate;
 - a certificate of nationality;
 - a marriage certificate (if applicable);
 - a birth certificate for each of the recruited candidate's children (if applicable);
 - for the determination of the place of origin: supporting documents relating to the recruited candidate's centre of interests (e.g. his/her parents' residence certificate, proof of ownership of property, etc.) or decision from another EU Institution in case the new staff member is an EU official/agent;
 - supporting documents for any allowance received from a source outside the EO Office (household or dependent child allowance, household benefits, family allowances);
 - legal entity and bank account validation (for payment of salaries via the NAP application tool);
- Other data processed by the Directorate for Administration- HR
 - copy of the EPSO list (if the recruited candidate is on an EPSO reserve list);
 - note on the end of the selection procedure (mentioning the date of the entry into service/beginning of the contract), length of the contract, working time, place of recruitment, grade).

9. Time limit for keeping the data and, where possible, for erasure:

The office keeps the personal data concerning the recruited candidate, in his/her personal file in paper version, 10 years after the termination of employment or the last pension payment.



Electronic version of the relevant personal data is kept in the IT tool of the EO for personal files for the same period. Extracts of criminal record are destroyed two years after recruitment.

All other sensitive data (e.g. medical certificates establishing disability, declaration of specific costs for travelling) are deleted once the recruitment procedure is finalised. The medical certificates can be included in the recruited candidate's personal file in case special arrangements are required throughout the whole period of employment. They are deleted 10 years after the termination of employment or the last pension payment.

10. Recipients of the data:

The EO, the Secretary General, the Directorate for Administration- the Head of HR, the staff member(s) dealing with recruitment procedures and the personal files in the HR, the staff member(s) in Finances dealing with the payment of salaries.

11. Are there any transfers of personal data to third countries and/or to International Organisations?:

N/A

12. General description of security measures:

Data is kept according to the security measures developed by DG DIGIT, which owns the EC tool Sysper2.

The IT tool of the EO for personal files is only accessible to the EO staff involved in recruitment, using a user ID and password. Personal files in paper are kept in a locked cupboard in the HR and is accessible to EO staff involved in recruitment.

Staff members of HR do not have access to the report of the medical examination but only to the confirmation of the medical staff that the person is physically fit to perform his/her duties (visa).

13. Information on how data subjects can exercise their rights of access and rectification, and where applicable, of erasure, restriction and data portability:

Staff members can access and rectify their own data in Sysper2.

They can also ask to have access to their own personal data and to relevant information concerning how the EO uses it. They can also request rectification of any incomplete or inaccurate data concerning them. They can rectify identification data at any time during the procedure. They have a right to object to the use of their data by the EO on grounds relating to their particular situation, at any time. Under certain conditions, they have the right to ask that the EO deletes their personal data or restrict its use.

At any time, they may ask information concerning processing of their personal data by e-mail (EO-HR@ombudsman.europa.eu) (or by contacting the Directorate for Administration- HR. The EO will reply to their requests as soon as possible and within one month at the latest. They may also contact the Ombudsman's Data Protection Officer at: Dpo-Euro-Ombudsman@ombudsman.europa.eu



If they wish to complain about the Ombudsman's handling of their personal data, they may contact the European Data Protection Supervisor (www.edps.europa.eu) at the following address: EDPS@edps.europa.eu

Privacy Statement

relating to the recruitment of officials and agents within the European Ombudsman's Office

This privacy statement explains the reason for the processing, the way the European Ombudsman (EO) collects, handles and ensures protection of all personal data provided, how that information is used and what rights the candidates may exercise in relation to their data.

The controller is the European Ombudsman. Joint controllers are (i) the European Parliament's Medical Service for the management of the medical examination prior to recruitment and (ii) the European Commission -Directorate-General DIGIT (SYSPER) and the NAP application (payment of salaries) and PMO (payment of the allowances and affiliation to the Joint Sickness Insurance Scheme).

1. What personal data will the European Ombudsman process?

To be recruited, each new staff member of the EO Office is asked to fill in a form for employment and to submit supporting documents.

We process data, such as: name(s), surname(s), permanent address, telephone number, private email address, address for correspondence, place of birth, gender, marital status, information on dependents (if applicable), information on military service (if applicable); an extract of a criminal record; a certificate of residence; copies of diplomas; certificates of previous posts; a birth certificate; a certificate of nationality; a marriage certificate (if applicable).

We further process the following data: a copy of the EPSO list (if applicable) and the note on the end of the selection procedure mentioning the date of the entry into service/beginning of the contract), length of the contract, working time, place of recruitment, grade

2. Why does the European Ombudsman process these personal data?

The purpose is to recruit officials or engage temporary/contract agents in compliance with the requirements of the Staff Regulations and the respective vacancy notice. The processing of personal data aims at establishing the recruited staff member's personal file, individual entitlements, career (step in the grade), financial rights and to issue his/her access card.



3. What are the legal bases and necessity for processing this data?

Processing is necessary on the basis of Article 5(1)(a) (the performance of a task carried out in the public interest) and (b) (compliance with a legal obligation to which the controller is subject) of Regulation 2018/1725.

The legal basis is Articles 11, 11a, 27-33 of the Staff Regulations (SR); Articles 12 and 13 of the Conditions of Employment of Other Servants of the EU (CEOS); and [the Decision of the European Ombudsman of 1.12. 2014 adopting general implementing provisions relating to the engagement and the use of contract staff](#).

4. Who is responsible for processing the data?

Data is processed by the Directorate for Administration - Human Resources (HR).

5. Who will be recipients of the data?

The EO, the Secretary General, the Director for Administration the Head of HR, the staff member(s) dealing with recruitment procedures and the personal files in the HR and the staff member(s) in Finances dealing with the payment of salaries.

6. How long will the data be kept?

We keep the personal data concerning the recruited candidate, in his/her personal file in paper version, 10 years after the termination of employment or the last pension payment. Electronic version of the relevant personal data is kept in the IT tool of the EO for personal files for the same period. Extracts of criminal record are destroyed two years after recruitment.

All other sensitive data (ex: medical certificates establishing disability, declaration of specific costs for travelling) are deleted once the recruitment procedure is finalised. The medical certificates can be included in the recruited candidate's personal file in case special arrangements are required throughout the whole period of employment. They are deleted 10 years after the termination of employment or the last pension payment.

7. How do we protect the applicant's data?

Data is kept according to the security measures developed by DG DIGIT, which owns the EC tool Sysper.

The IT tool of the EO for personal files is only accessible to the EO staff involved in recruitment, using a user ID and password. Personal files in paper are kept in a locked cupboard in the HR and is only accessible to EO staff involved in recruitment.

Staff members of HR do not have access to the report of the medical examination prior to recruitment but only to the confirmation of the medical staff that the person is physically fit to perform his/her duties (visa).



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

You have the right of access to your own personal data and to relevant information concerning how the EO uses it.

You have also a right to request rectification of any incomplete or inaccurate data concerning you. You can rectify identification data at any time during the procedure. You have a right to object to the use of your data by the EO on grounds relating to your particular situation, at any time. Under certain conditions, you have the right to ask that the EO delete your personal data or restrict its use.

The EO will reply to your requests as soon as possible and within one month at the latest.

9. Who to contact in case of queries or complaints concerning data protection issues?

At any time, the recruited candidates may send data protection related questions concerning the recruitment procedure to the European Ombudsman, at the following address:

European Ombudsman
1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex
EO-HR@ombudsman.europa.eu

They also may contact the Data Protection Officer of the EO office at the following address:
DPO-Euro-Ombudsman@ombudsman.europa.eu

They may lodge a complaint with the European Data Protection Supervisor at any time at the following address: EDPS@edps.europa.eu