



Secretariat-General
Communication Unit

The European Ombudsman's Award for Good Administration

Public record of processing activity¹: Collection of names, contact details, photos and audio-visual aids; analysis of submissions; and publication of submissions, including photos and audio-visual aids, of nominators, nominees and attendees to the ceremony of the European Ombudsman's Award for Good Administration by the Communication Unit of the European Ombudsman's office

1. Last update of this record: 23-06-2021

2. Reference number²: 5/2021

3. Name and contact details of the controller³: European Ombudsman, 1 avenue du Président Robert Schuman, CS 30403, F-67001 Strasbourg Cedex. Contact: Communications Unit, e-mail: eo-comm-contact@ombudsman.europa.eu

4. Name and contact details of the Data Protection Officer: Ms Francesca Pavesi- Deputy DPO: Mr Nicholas Hernanz, dpo-euro-ombudsman@ombudsman.europa.eu

5. Name and contact details of the processor⁴: An external advisory board assists the Communication Unit in the selection of projects for the Award.

The Communication Unit may commission external professionals to take photos and make audio and video recordings of Award ceremonies for the Ombudsman.

These contractors must have received certification from recognized international data protection professionals.

6. Name and contact details of the joint controller(s)⁵: N/A

7. Purpose(s) of the processing⁶: To assess nominations, organise the ceremony and award the European Ombudsman Award for Good Administration.

¹ To be filled in by the controller. See Article 31(1) and (5) on records of processing activities of Regulation 2018/1725: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R1725>

² For tracking. If the office decides to keep a central register, contact the keeper of that register to obtain a reference number.

³ Use functional mailboxes as far as possible to ensure business continuity.

⁴ Where applicable. If you use a processor (contractor) to process personal data on your behalf, please indicate so (e.g. 360° evaluations, outsourced IT services or pre-employment medical checks).

⁵ Where applicable. If you are jointly responsible with another EU institution, please indicate so here (e.g. two institutions with shared medical service). If this is the case, make sure to mention in the description who is in charge of what and who people can address for their queries.

⁶ Very concise description of what you intend to achieve; if you do this on a specific legal basis, mention it as well (e.g. staff regulations for selection procedures).



8. Description of the categories of data subjects and of the categories of personal data⁷:

Data subjects

- Persons who have submitted projects for the European Ombudsman Award for Good Administration, i.e.,
 - staff members, teams or units of EU institutions, bodies or agencies;
 - representatives of civil society organisations, associations, and NGOs; or
 - individuals outside the EU institutional framework.
- Persons who have been nominated for the European Ombudsman Award for Good Administration and are staff members of EU institutions, bodies or agencies.
- Members of the external advisory board that assists the Communication Unit in the selection of projects for the Award.

Data fields

- Names of nominees and nominators, and of members of the external advisory board.
- Names of employers of nominators and nominees.
- E-mail addresses and telephone numbers of nominees and nominators; and of members of the external advisory board.
- Images, such as photos and video and audio recordings taken at Award ceremonies.
- Images, such as photos and videos supplied with nominated projects.
- Job titles of nominees and their roles in nominated projects.
- Job titles of members of the external jury.
- Professional achievements of nominees and members of the external advisory board.

9. Time limit for keeping the data and, where possible, for erasure⁸: The following data fields shall be stored on the Communication Unit's drive for five years, after which they shall be deleted:

- names of nominees and nominators, members of the external advisory board, employers of nominators and nominees;
- e-mail addresses and telephone numbers of nominees and nominators, and of members of the external advisory board;
- job titles of nominees and their roles in nominated projects;
- job titles of members of the external jury; and

⁷ In case data categories differ between different categories of persons, please explain as well (e.g.: suspects vs. witnesses in administrative inquiries).

⁸ Indicate your administrative retention period including its starting point; differentiate between categories of persons or data where needed (e.g. in selection procedures: candidates who made it onto the reserve list vs. those who did not).



- the professional achievements of nominees and members of the external advisory board.

Those data deemed relevant to the office's activities shall be archived for historical purposes.

Images and video and audio recordings of Award ceremonies supplied by external contractors are stored on a common drive for five years, after which they shall be deleted. Those deemed relevant to the office's activities shall be archived for historical purposes.

The names of the winners and of their prizes are archived for historical purposes.

10. Recipients of the data⁹: The Communication Unit, which coordinates, organises and manages public events in accordance with the Ombudsman's strategy.

The Secretariat-General and the Personnel, Administration and Budget Unit, which handle the financial and contractual aspects of public events.

The Ombudsman's Cabinet, which supplies the names and contact details of speakers or participants.

The videos of Award ceremonies are published on the Ombudsman's website and YouTube channel, and broadcast live on both websites. The data may also appear on the Ombudsman's other social media channels, which are publicly available. Images of the winners are also published on the Ombudsman's website.

The lists of Award nominees are distributed to all participants in Award ceremonies.

Names, titles and images of Award nominees and winners may be published in the internal newsletter of the Ombudsman's office.

11. Are there any transfers of personal data to third countries and/or to International Organisations?¹⁰ N/A

12. General description of security measures¹¹: Personal data of the Ombudsman's staff, and of external data subjects – collected in the context of Award organisation – are protected by security measures set up by the Information and Communication Technologies sector to preserve the integrity and confidentiality of the institution's electronic property.

⁹ Who will have access to the data within the European Ombudsman? Anyone outside the office? No need to mention entities that may have access in the course of a particular investigation (e.g. OLAF, EDPS, Court of Auditors).

¹⁰ If yes, include the identification of the country or International Organisation and the documentation of suitable safeguards (e.g. processor in a third country using standard contractual clauses, a third-country public authority you cooperate with based on a treaty).

¹¹ Where possible. Include a general description of your security measures that you could also provide to the public. See Article 33 on security of processing of Regulation 2018/1725: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R1725>



13. Information on how data subjects can exercise their rights of access and rectification, and where applicable, of erasure, restriction and data portability¹²:

- A data subject can exercise his/her rights, for example, by requesting access to, ratification or erasure of personal data, by sending an e-mail to eo-comm-contact@ombudsman.europa.eu. The request shall be dealt with undue delay and in any case within a month.
- When confirming attendance to the Award ceremony, either offline or online, potential participants are informed that images of them might be taken during the event and used by the Ombudsman's office for communication purposes. If they have any concerns, they may contact the Communications Unit via eo-comm-contact@ombudsman.europa.eu. The Unit will try to accommodate their concerns to the extent possible (for example, depending on the configuration of the room, or by darkening/covering their picture on collective printscreens taken during digital ceremonies).

¹² Consider publishing the relevant part of the privacy statement and providing a link. See Articles 15 and 16 on the information to be provided to the data subject(s) and Article 17 to 22 on the rights of data subjects of Regulation 2018/1725: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018R1725>



Privacy Statement

relating to the collection of names, contact details, photos and audio-visual aids; analysis of submissions; and publication of submissions, including photos and audio-visual aids, by the Communication Unit of the European Ombudsman's office

This privacy statement explains what personal data the European Ombudsman's Office collects, why and how it collects, processes, uses and stores them. The statement also describes how data subjects can exercise their rights.

The data controller is the European Ombudsman.

1. What personal data does the European Ombudsman process?

- Names of nominees and nominators, and of members of the external advisory board.
- Names of employers of nominators and nominees.
- E-mail addresses and telephone numbers of nominees and nominators; and of members of the external advisory board.
- Images, such as photos and video and audio recordings taken at Award ceremonies.
- Images, such as photos and videos supplied with nominated projects.
- Job titles of nominees and their roles in nominated projects.
- Job titles of members of the external jury.
- Professional achievements of nominees and members of the external advisory board.

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

For the sole purpose of coordinating, organising and managing the European Ombudsman's Award for Good Administration.

3. What are the legal bases and need for processing these data?

We process data in the performance of the European Ombudsman's duties in the public interest in accordance with the Statute of the European Ombudsman, and Articles 5(1)(a) and 5(1)(d) of Regulation 2018/1725.

4. Who is responsible for processing the data?

The European Ombudsman is responsible for data processing, which the Communication Units carries out, assisted by an external advisory board in the selection of projects for the Award.

The Communication Unit may commission external professionals to take photos and make audio and video recordings of Award ceremonies.



5. Who receives the data?

Team members of the Communication Unit, Secretariat-General, Personnel, Administration and Budget Unit, and the Ombudsman's Cabinet, whose work requires them to handle the personal data in relation to the organisation of public events.

The videos of Award ceremonies are published on the Ombudsman's website and YouTube channel, and broadcast live on both websites. The data may also appear on the Ombudsman's other social media channels, which are publicly available. Images of the winners are also published on the Ombudsman's website and/or social media.

The lists of Award nominees are published on the Ombudsman's website and are distributed to all participants in an Award ceremony.

Names, titles and images of Award nominees and winners may be published in the internal newsletter of the Ombudsman's office.

6. How long will the data be kept?

The following data fields shall be stored on the Communication Unit's drive for five years, after which they shall be deleted:

- names of nominees and nominators, members of the external advisory board, employers of nominators and nominees;
- e-mail addresses and telephone numbers of nominees and nominators, and of members of the external advisory board;
- job titles of nominees and their roles in nominated projects;
- job titles of members of the external jury; and
- the professional achievements of nominees and members of the external advisory board.

Those data deemed relevant to the office's activities shall be archived for historical purposes.

Images and video and audio recordings of Award ceremonies supplied by external contractors are stored on a common drive for five years, after which they shall be deleted. Those data deemed relevant to the office's activities shall be subsequently archived for historical purposes.

The names of the winners and of their prizes are archived indefinitely for historical purposes.

7. How do we protect your data?

Personal data are protected by security measures, set up by the Information and Communication Technologies sector at the Ombudsman's office to preserve the integrity and confidentiality of the institution's electronic property.

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

A data subject can exercise his/her rights, for example, by requesting access to, ratification or erasure of personal data, by sending an e-mail to eo-comm-



contact@ombudsman.europa.eu. The request shall be dealt with without undue delay and in any case within a month.

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

At any time, a data subject may send data protection-related questions to: eo-comm-contact@ombudsman.europa.eu

Head of Personnel, Administration and Budget Unit
European Ombudsman
1 avenue du Président Robert Schuman CS 30403
F-67001 Strasbourg Cedex

You may also contact the Data Protection Officer of the European Ombudsman: dpo-euro-ombudsman@ombudsman.europa.eu or

Lodge a complaint with the European Data Protection Supervisor: edps@edps.europa.eu

Strasbourg, 23/06/21