



Secretary General

European Ombudsman

Public record of processing activity:<sup>1</sup>

**Management of training requests from the EO staff members**

**1. Last update of this record:** 17/02/2021

**2. Reference number:** 7/2021

**3. Name and contact details of the controller:** European Ombudsman (EO), 1 avenue du Président Robert Schuman, CS 30403, F-67001 Strasbourg Cedex -email: [EOTraining@ombudsman.europa.eu](mailto:EOTraining@ombudsman.europa.eu)

Responsible department: Directorate of Administration- HR team

**4. Name and contact details of the Data Protection Officer:** Ms Francesca Pavesi - Deputy DPO Mr Nicholas Hernanz

[Dpo-Euro-Ombudsman@ombudsman.europa.eu](mailto: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 Commission, which manages

(i) the Learning Management System “EU Learn” where EO staff members enrol for trainings offered by the EC or organised by the EU School of Administration (email: [HR-EU-LEARN@ec.europa.eu](mailto:HR-EU-LEARN@ec.europa.eu));

(ii) ARES, the IT tool used by EO staff for submitting and approving training requests (email: [sg-edomec@ec.europa.eu](mailto:sg-edomec@ec.europa.eu)) and

(iii) MIPS, used by EO staff members to introduce their training related mission requests, if necessary.

**7. Purpose(s) of the processing:** To manage the participation of EO staff members in trainings/seminars organised externally or internally by the EO Office (authorisations, financial commitments and special leave); to implement the training budget and monitor the implementation of the office’s training policy and objectives (see: Decision of the European Ombudsman on the Guide for

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<sup>1</sup> 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>



professional training of 12 September 2013); to extract statistical data concerning the implementation of the office's training policy (training days or participation rates per staff member gender; contract type; grade etc.); to keep a training history of the EO staff members.

Short description of the processing:

1) Concerning trainings organised by an external provider: staff members wishing to apply for a training fill in a specific form ("*Request for training*" - see annex). They fill in the provider's name, the training dates, and the title of the training. The forms are circulated on ARES. The staff member's line manager and the training Coordinators (COFOs) sign the request; then the responsible staff member(s) in the finances team fills in the relevant financial information (budgetary lines). The Authorising Officer (Secretary General) approves or rejects the request for training. If the request for training is approved, the form is forwarded to the Leave Manager in HR team who registers the applicant's leave as a special leave. When the staff member's training involves travelling to another place, the staff member introduces a mission request.

In case the EO has concluded a framework contract with the training body, the invoice is directly paid by the EO. If no framework contract has been signed, the staff member has to pay in advance the training fees. In this case, the staff member introduces a request for reimbursement with Finances Team enclosing the relevant supporting documents (invoice, copy of the bank transfer).

The COFOs register the training information (ex: name, date and place of the course, etc.) in "EO Learn", the IT tool set out by the EO to manage internally the training requests of the EO staff members (trainings organised; staff participation; budget monitoring).

2) For the general, IT or language trainings offered by the EC or the EP and trainings organised by EUSA included in the EU Learn catalogue, staff members enrol via EU Learn and the COFOs validate the request on EU Learn.

Legal basis:

The legal basis of the processing is the [Decision of the European Ombudsman on the Guide for professional training of 12 September 2013](#), Articles 24 a<sup>2</sup>, and 45(2)<sup>3</sup> of the Staff Regulations and articles 11<sup>4</sup> and 81<sup>5</sup> of the Conditions of Employment of Other Servants (CEOS).

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

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<sup>2</sup> Article 24 a of the Staff Regulations: "*The Union shall facilitate such further training and instruction for officials as is compatible with the proper functioning of the service and is in accordance with its own interests.*

*Such training and instruction shall be taken into account for purposes of promotion in their careers.*"

<sup>3</sup> Article 45(2) of the Staff Regulations "*Officials shall be required to demonstrate before their first promotion after recruitment the ability to work in a third language among those referred to in Article 55(1) of the Treaty on European Union*".

<sup>4</sup> Article 11 CEOS "*The provisions of Articles 11 to 26a of the Staff Regulations, concerning the rights and obligations of officials, shall apply by analogy.*"

<sup>5</sup> Article 81 CEOS: "*Article 11 shall apply by analogy*".



Categories of data subjects: Staff members of the EO Office (officials, contract and temporary agents, seconded national experts, trainees); external trainers and contractors trainers and teachers of the EUSA.

Categories of personal data:

1) Data processed in the form for requesting training:

- description of the training, date and place;
- training price and missions costs (estimation);
- full name of the staff member requesting the training, information on whether the staff member's contact is going to end in the six months following the request;
- names of the staff member's line manager, the COFO, the staff member in the Finances team; the Authorising Officer (SG);
- names of the external training provider(s).

2) Data processed in EO Learn:

- full name of the staff member requesting the training;
- names of the Financial Initiator and of the Authorising Officer;
- name, date and place of the training;
- training price and mission costs;
- names of the provider(s) and of the trainers (if available).

3) Other data processed:

- copy of the staff member's bank extract or copy of the bank transfer for reimbursing the staff member when the staff member pays in advance for attending the training programme; (if applicable);
- attendance lists which include names of staff members attending collective trainings organised by the office.

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

- The applications and the relevant supporting documents (e.g. invoices) are kept in electronic version for 7 years after the payment of the training programme was made for audit purposes. They are deleted afterwards.
- Training files containing the trainings attended by the staff member (electronic and paper versions) are kept for the duration of staff member's career, until retirement or departure from the EO Office. They are deleted afterwards.
- Paper attendance-lists are kept until the presence/absence data are entered in EO Learn (usually within 2 weeks).
- Names of the staff members concerned and the nature of the training are kept for as long as it is necessary if they are related to ongoing rights and obligations (for instance, certification of participation in a training or language training foreseen in Article 45(2) of the Staff Regulations need to be kept for the whole promotion procedure). They are deleted afterwards.

**10. Recipients of the data:**

- the line manager of the staff member concerned, the COFOs, the staff member(s) in Budget team dealing with the payment, the Head of



Administration, the Head of HR team, the Secretary General as Authorising Officer, the Leave manager;

- the EC Unit responsible for EU Learn;
- the services of EUSA, if they organise the training;
- the external training providers.

**11. Are there any transfers of personal data to third countries and/or to International Organisations?:** Trainings or seminars are, in the vast majority of cases, organised within the territory of the European Union. It may be the case that a training takes place in a third country. In that case, the Office will ensure that the training provider processes personal data using standard contractual clauses or any other safeguards compatible with the Regulation and EU case-law on data transfers.

**12. General description of security measures:**

The electronic files containing the documents submitted by staff members (invoices, bank statements, applications forms) are archived under a specific electronic folder only accessible to the COFOs, the Head of Administration and the Head of HR team.

The training files (paper version) are stored in locked cupboards by the COFOs. The electronic version is kept in a specific folder in the EO servers. It is only accessible to the COFOs, the Head of Administration and the Head of HR team using a user ID and password.

Data in the application EU Learn is saved according to the security measures developed by the EC (see specific privacy statement enclosed).

**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 EU Learn. They can also ask to have access to their own personal data kept in EU Learn and to relevant information concerning how the EO uses it. They can also request rectification of any incomplete or inaccurate data concerning them. 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 delete their personal data or restrict its use.

At any time, they may ask the EO information concerning the processing of their personal data by e-mail ([EOTraining@ombudsman.europa.eu](mailto:EOTraining@ombudsman.europa.eu)) or by contacting the Administration-HR team. He/she will reply to their requests as soon as possible and within one month at the latest. They may also contact the EO Data Protection Officer at: [dpo-euro-ombudsman@ombudsman.europa.eu](mailto: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](http://www.edps.europa.eu)) at the following address: [EDPS@edps.europa.eu](mailto:EDPS@edps.europa.eu)



# Privacy Statement

## relating to the management of the training requests from the staff members in the EO 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 you may exercise in relation to your data.

The controller is the EO. Joint controller is the European Commission which owns (i) the Learning Management System “EU Learn” used by the EO to manage the staff members’ requests for training organised by the EU School of Administration (EUSA, (ii) ARES, the IT tool used by the EO staff to circulate the forms on requests for training and (iii) MIPS, the IT application used by the EO staff to introduce mission orders.

### 1. Which personal data do we process?

We process the following personal data:

#### 1) Data processed in the form for requesting training:

- description of the training, date and place;
- training price and missions costs (estimation);
- full name of the staff member requesting the training, date of end of its contract within the 6 months (if applicable);
- names of the staff member’s line manager, the COFO (“coordinateur formation”, or Training Coordinator), the staff member in the Finances team; the Authorising Officer (Secretary General);
- name of the provider(s);

#### 2) Data processed under EO Learn<sup>6</sup>

- full name of the staff member requesting the training
- names of the Financial Initiator and of the Authorising Officer
- name, date and place of the training
- training price and missions costs
- names of the provider(s) and of the trainer(s) (if available)

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<sup>6</sup> “EO Learn” is the IT tool set out by the EO to manage internally the training requests (training history and attendance lists; budget monitoring) of the staff members.



### 3) Other data processed:

- copy of the staff member's bank extract or copy of the bank transfer (if applicable, for the reimbursement of the applicant who paid an advance for attending the training programme (if applicable));
- attendance lists for collective trainings organised by the office.

## 2. Why do we process your data?

The purposes are to manage the participation of EO staff members in trainings/seminars organised externally or internally by the EO Office (authorisations, financial commitments and special leave); to implement the training budget and monitor the implementation of the office's training policy and objectives; to extract statistical data concerning the implementation of the office's training policy and to keep a training history of the EO staff members.

## 3. What are the legal bases and necessity for processing your personal data?

The legal basis are the [Decision of the European Ombudsman on the Guide for professional training of 12 September 2013](#), Articles 24(a) and 45(2) of the Staff Regulations, Articles 11 and 81 of the Conditions of Employment of Other Servants.

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

## 4. Who is responsible for processing the data?

Data is processed by the Administration Department-team Human Resources (HR).

## 5. Who will be recipients of the data?

The recipients are the following:

- the line manager of the staff member concerned, the COFOs, the staff member(s) in Finances team dealing with the payment, the Directorate of Administration, the Head of HR team, the Secretary General as Authorising Officer, the Leave manager
- the EC Unit responsible for EU Learn;
- the services of EUSA if they organise the training;
- the external training providers.



## 6. How long do we keep your data?

The applications and the relevant supporting documents (ex: invoices) are kept in electronic version for 7 years after the payment of the training programme was made for audit purposes. They are deleted afterwards. Training files (electronic and paper versions) are kept for the duration of the staff member's career, until he/she retires. They are deleted afterwards. Paper attendance lists are kept until the presence/absence data are entered in EO Learn (usually within 2 weeks).

Certain data (ex: nature of the training) need to be kept for a specific period if they are related to ongoing rights and obligations (for instance, certification of participation in a training or language training foreseen in Article 45(2) of the Staff Regulations need to be kept for the whole promotion procedure). They are deleted afterwards.

## 7. How do we protect your data?

The electronic files containing the documents submitted by staff members (examples: invoices, bank statements, forms) and the attendance lists are archived under a specific electronic folder only accessible to the COFOs, the Directorate of Administration and the head of HR team.

The training files (paper version) are stored in locked cupboards by the COFOs. The electronic version is kept in a specific folder in the EO servers. It is only accessible to the COFOs using a user ID and password.

Data in the application EU Learn is saved according to the security measures developed by the EC.

## 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. 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 deletes 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, you may send data protection related questions concerning the management of the training requests to the European Ombudsman, at the following address:



European Ombudsman  
1 avenue du Président Robert Schuman  
CS 30403  
F-67001 Strasbourg Cedex  
[EOTraining@ombudsman.europa.eu](mailto:EOTraining@ombudsman.europa.eu)

You also may contact the Data Protection Officer of the EO office at the following address: [DPO-Euro-Ombudsman@ombudsman.europa.eu](mailto:DPO-Euro-Ombudsman@ombudsman.europa.eu)

You may lodge a complaint with the European Data Protection Supervisor at any time at the following address: [EDPS@edps.europa.eu](mailto:EDPS@edps.europa.eu)