

## The European Ombudsman's Award for Good Administration

**Public record of processing activity:** Collection of personal data in the context of 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:** 26/10/2022

**2. Reference number:** 8/2022

**3. Name and contact details of the controller:** 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](mailto: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](mailto:dpo-euro-ombudsman@ombudsman.europa.eu)

**5. Name and contact details of the processor:**

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

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

**7. Purpose(s) of the processing:**

Introduced in 2017, the European Ombudsman's Award for Good Administration recognises actions by the EU public service that have a visible and positive impact on the lives of citizens, and aims to encourage the sharing of good ideas and practices.

The primary aim of the European Ombudsman is to ensure the EU's administration performs to the highest possible standards and serves the public interest. The award is a way of bringing examples of the excellent work carried out by dedicated EU civil servants to a wider audience both to spread good practice within the institutions and to help bridge the gap between citizens and the EU administration.

The Ombudsman needs to process personal data in order to assess nominations, organise the ceremony, carry out the public vote and grant the European Ombudsman Award for Good Administration.



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

	<b>Categories of data subjects:</b>	<b>Categories of personal data</b>
1	Nominators: persons who have submitted projects for an Award such as 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.	First name, last name, e-mail address, name of employer. In some cases, images such as photos and video recordings, as well as audio recordings taken during the ceremony or supplied by the nominees themselves.
2	Nominees: persons who have been nominated for an Award (who are staff members of the EU administration). Within 10 working days of receiving the personal data of a person nominated by another person, the Communication Unit informs the nominees of their rights and seeks their acceptance of the competition rules and authorisation to use their personal data.	First name, last name, e-mail address, job title and their role in the nominated project, name of employer, professional achievements. In some cases, images such as photos and video recordings, as well as audio recordings taken during the ceremony or supplied by the nominees themselves.
3	Members of the external advisory board that assists the Communication Unit in the selection of projects for the Award.	First name, last name, e-mail address, job title, professional achievements.
4	Persons who participate to the public vote to select the most popular project.	First name, last name, e-mail address (only to ensure that there are no multiple votes from the same person).
5	Staff members of the European Ombudsman Communication unit working for the Award	First name, last name, e-mail address



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

All of the personal data listed in point 8 above are stored on the Communication's Unit drive for five years, after which they are deleted, with some exceptions listed in the following paragraphs.

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.

Certain images and video recordings of the Award ceremony may appear on the Ombudsman's website or on its social media channels with no time limit for erasure.

The name of the winning projects (without personal data) are published on the European Ombudsman's website with no time limit for erasure.

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

The personal data of persons who vote for their favourite project are used exclusively to ensure that no one can vote more than once. The data will be deleted within a period of two months following the Award ceremony.

#### **10. Recipients of the data:**

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

The Directorate for Administration, which handles the financial and contractual aspects of public events.

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

The external advisory board, which assists the Communication Unit in the selection of projects for the Award.

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?: N/A**

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



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

- 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](mailto:eo-comm-contact@ombudsman.europa.eu). The request shall be handled without 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](mailto: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 print screens taken during digital ceremonies).



## Privacy Statement

relating to the collection of personal data in the context of the ceremony of the European Ombudsman's Award for Good Administration 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?**

We collect personal data such as first name, last name, e-mail address, name of employer and, in some cases, images such as photos and video recordings, as well as audio recordings taken during the ceremony or supplied by the nominees themselves.

### **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, Directorate for Administration, 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.

For the public vote, we will keep the first name, last name and e-mail address of voters for a maximum period of two months following the Award ceremony, only to ensure that there are no multiple votes from the same person.

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](mailto: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](mailto:eo-comm-contact@ombudsman.europa.eu)

Communication 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](mailto:dpo-euro-ombudsman@ombudsman.europa.eu) or

Lodge a complaint with the European Data Protection Supervisor: [edps@edps.europa.eu](mailto:edps@edps.europa.eu)

Strasbourg, 26/10/2022