

EMCDDA Personal Data Protection Record on:
ICT Service Desk information system

Nr.	Item	
Header - versioning and reference numbers (recommendation: publicly available)		
1.	Last update of this record	26-Feb-20
2.	Reference number:	DPO-008
Part 1 - Article 31 Record (recommendation: publicly available)		
3.	Name and contact details of controller	Controller: EMCDDA, Praça Europa 1, Lisboa, Portugal Contact: Mr. Pedro Ribeiro, Head of ICT unit, EMCDDA ICT-HOU@emcdda.europa.eu
4.	Name and contact details of DPO	Mr. Ignacio Vázquez Moliní, DPO, EMCDDA dpo@emcdda.europa.eu
5.	Name and contact details of joint controller (where applicable)	N.A.
6.	Name and contact details of processor (where applicable)	N.A.
7.	Purpose of the processing	The system contains all the information exchanged with internal and external users regarding support requests, incident reports, and service and change requests.
8.	Description of categories of persons whose data EMCDDA processes and list of data categories	Categories of persons whose data EMCDDA processes: Officials, temporary agents, contract agents, Seconded National Experts (SNEs), interims, trainees, extranet users or others. The categories of personal data dealt with during any call for this EMCDDA record are the following: Identification details: name, surname, office number, phone number(s), group membership, user unique reference (UUID), e-mail address, mobile serial number, IMEI, MAC address, home administration (including the following contact details: address, phone number, fax number), roles and privileges relating to applications, preferences (e.g. "local" preferences, such as country, language)
9.	Time limit for keeping the data	Digital and, if applicable, printed data will be stored in the EMCDDA's files as follows: Data is kept throughout the whole lifecycle of the system in order to enrich the support knowledge base and preserve records consistency.
10.	Recipients of the data	The recipients of the data are: Any of the ICT staff providing users support and depending on the expertise required.
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	NO

12.	General description of security measures, where possible.	The data collected is stored on digital files on designated EMCDDA equipment. The systems and networks involved are protected by regular security controls and privileged account access controls
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the privacy statement:	Privacy statement