



EUROPEAN COMMISSION

## PROTECTION OF YOUR PERSONAL DATA

*This privacy statement provides information about the processing and the protection of your personal data*

**Processing operation:** PARCEL Services web-based application

**Data Controller:** European Commission, Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs, Unit C.3 – Public Interest Services, Concessions (hereinafter “DG GROW Unit C.3” or the “Data Controller”)

**Record reference:** DPR-EC-00460

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### 1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001).

This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.

The information in relation to processing operation PARCEL Services web based application undertaken by the Data Controller is presented below.

### 2. Why and how do we process your personal data?

Data collection or exchange between Commission, National regulatory authorities (NRAs) of the Member States and Parcel Delivery Services Providers (PDSPs) is carried out in the framework of

this collaborative web platform PARCEL, that serves to collect price data in line with Recital 29 of Regulation (EU) 2018/644 on cross-border parcel delivery services, with the objective of publishing these parcel services prices on a dedicated website by 31 March of each calendar year, as required by Article 5(2) of Regulation (EU) 2018/644.

Users access to the restricted collaborative platform PARCEL via EU Login authentication. The application is not open to the wider public, only users that have been granted an administrative role by an authentication administrator can access the platform. The application is developed and managed by DG GROW.

The personal data of the NRA and PDSP users in the web based application is used only by authorised staff at the Commission and by NRAs according to the “need to know” principle, for purposes deemed strictly necessary to execute the provisions in Articles 5(1), 5(2) and Article 6 of Regulation (EU) 2018/644. Contact details of NRA/PDSP users may be used by the Commission services/national regulatory authorities for communication purposes strictly related to the execution of tasks required under aforementioned obligations.

No personal data is published on the website. Personal data will not be used for any automated decision-making including profiling.

### **3. On what legal ground(s) do we process your personal data?**

Processing of your personal data is lawful, as it is necessary for compliance with a legal obligation to which the controller is subject (Article 5(1)(b) of Regulation (EU) 2018/1725). Those provisions are in particular, Recital 29 and Article 5(1), 5(2) and Article 6 of Regulation (EU) 2018/644.

### **4. Which personal data do we collect and further process?**

In order to carry out this processing operation, the Data Controller processes the following categories of personal data:

- Authentication data from your EU Login (mandatory): surname, given name, EU Login ID, email address.
- Authentication data to complete your access to the IT system (mandatory): your country, name of the regulator.

We have obtained your personal data from you directly or your organisation.

### **5. How long do we keep your personal data?**

The Data Controller only keeps your personal data for the time necessary to fulfil the abovementioned purpose(s). For each of the categories of personal data that is processed, please find below the retention details:

- Authentication data will be kept in the IT system for the duration of your participation in the group.
- In case the group or the IT tool are permanently discontinued, all data will be pseudonymised and kept for a maximum of 5 years.

### **6. How do we protect and safeguard your personal data?**

All personal data in electronic format (e-mails, documents, databases, uploaded batches of data, etc.) are stored on the servers of the European Commission. All processing operations are

carried out pursuant to the [Commission Decision \(EU, Euratom\) 2017/46](#) of 10 January 2017 on the security of communication and information systems in the European Commission.

In order to protect your personal data, the Commission has put in place a number of technical and organisational measures. Technical measures include appropriate actions to address online security, risk of data loss, alteration of data or unauthorised access, taking into consideration the risk presented by the processing and the nature of the personal data being processed. Organisational measures include restricting access to the personal data solely to authorised persons with a legitimate need to know for the purposes of this processing operation.

## **7. Who has access to your personal data and to whom is it disclosed?**

Access to your personal data is provided to the Commission staff responsible for carrying out this processing operation and to authorised staff of the NRAs of the EU Member States according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements. The NRA staff will only have access to personal data of the PDSP users of their own country, bound by Article 5(1) of the Regulation.

Please note that pursuant to Article 3(13) of Regulation (EU) 2018/1725 public authorities (e.g. Court of Auditors, EU Court of Justice) which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients. The further processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

The information we collect will not be given to any third party, except to the extent and for the purpose we may be required to do so by law.

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

You have specific rights as a ‘data subject’ under Chapter III (Articles 14-25) of Regulation (EU) 2018/1725, in particular the right to access, rectify or erase your personal data and the right to restrict the processing of your personal data. Where applicable, you also have the right to object to the processing or the right to data portability.

You have the right to object to the processing of your personal data, which is lawfully carried out pursuant to Article 5(1)(a), on grounds relating to your particular situation.

You have consented to provide your personal data to the data controller for the present processing operation. You can withdraw your consent at any time by notifying the data controller by writing to [GROW-C3@ec.europa.eu](mailto:GROW-C3@ec.europa.eu). The withdrawal of your consent will not affect the lawfulness of the processing carried out before you have withdrawn the consent.

You can exercise your rights by contacting the Data Controller, or in case of conflict the Data Protection Officer. If necessary, you can also address the European Data Protection Supervisor. Their contact information is given under Heading 9 below.

Where you wish to exercise your rights in the context of one or several specific processing operations, please provide their description (i.e. their Record reference(s) as specified under Heading 10 below) in your request.

Any request for access to personal data will be handled within one month. Any other request mentioned above will be addressed within 15 working days.

## **9. Contact information**

#### **- The Data Controller**

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, please feel free to contact the Data Controller, European Commission - Unit GROW C3 - Public Interest Services, Concessions - GROW-C3@ec.europa.eu.

#### **- The Data Protection Officer (DPO) of the Commission**

In case of disagreement with the Data Controller, you may contact the Data Protection Officer ([DATA-PROTECTION-OFFICER@ec.europa.eu](mailto:DATA-PROTECTION-OFFICER@ec.europa.eu)) with regard to issues related to the processing of your personal data under Regulation (EU) 2018/1725.

#### **- The European Data Protection Supervisor (EDPS)**

You have the right to have recourse (i.e. you can lodge a complaint) to the European Data Protection Supervisor ([edps@edps.europa.eu](mailto:edps@edps.europa.eu) or [https://edps.europa.eu/data-protection/our-role-supervisor/complaints\\_en](https://edps.europa.eu/data-protection/our-role-supervisor/complaints_en)) if you consider that your rights under Regulation (EU) 2018/1725 have been infringed as a result of the processing of your personal data by the Data Controller.

#### **10. Where to find more detailed information?**

The Commission DPO publishes the register of all processing operations on personal data by the Commission, which have been documented and notified to him. You may access the register via the following link: <http://ec.europa.eu/dpo-register>.

This specific processing operation has been included in the DPO's public register with the following record reference: DPR-EC-00460