



European Labour Authority

DATA PROTECTION OFFICER

RECORD OF PROCESSING OPERATIONS ON PERSONAL DATA

DPR-ELA-2022-0044 European Network of Employment Services (EURES) for EURES Staff

1 PART 1: PUBLIC - RECORD (ARTICLE 31¹)**1.1 GENERAL INFORMATION**

Record reference	DPR-ELA-2022- 009
Title of the processing operation	European Network of Employment Services (EURES) for EURES Staff
Controller entity	European Labour Authority, Information and EURES Unit
Joint controllers	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> YES, fill in details below
Processor(s)	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES, fill in details below
Internal organisation(s)/entity(ies) Names and contact details	<input checked="" type="checkbox"/> N/A <input type="checkbox"/> YES
External organisation(s)/entity(ies) Names and contact details	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> YES <p>The management and development of the EURES Portal:</p> <p>EURES IT Unit in the European Commission: Directorate-General/Service for Employment, Social Affairs and Inclusion, Unit A.4 IT Strategy and Solutions (DG EMPL.A.4) – Specific Data Processing Agreement in place.</p> <p>The support and operations of EURES Portal is performed with the support of:</p> <p>In relation to the EURES HELPDESK, the external contractor below provides assistance to the ECO Team in the ELA:</p> <p>Computer Resources International Luxembourg/CRI (LUXEMBOURG) SA 11 Rue de l'Industrie L-8399 Windhof (Wandhaff)</p> <p>Advanced and Reliable Information Systems (ARIS) Ikaroslaan 53 1930 Zaventem, Belgium</p> <p>The European Labour Authority Staff is provided with Microsoft 365 services, therefore:</p> <p>Microsoft Ireland South County Business Park, One Microsoft Place, Carmanhall and Leopardstown, Dublin, D18 P521, Ireland.</p> <p>Such processors are bound by contracts defining the terms of service, including personal data protection clauses indicating their responsibilities as provided by Regulation (EU) 2018/1725.</p>
Data Protection Officer Name and contact details	Laura NUNEZ BAREZ European Labour Authority Landererova 12,

¹ Pursuant to **article 31** of the new data protection regulation for EU institutions and bodies (**Regulation (EU) 2018/1725**) each controller and processor have to maintain a **record of processing activities** under its responsibility that contains at least the information listed under that article.

	811 09 Bratislava I Slovakia Email: data-protection@ela.europa.eu
Corporate Record	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Language of the record	English

1.2 PURPOSE AND DESCRIPTION OF THE PROCESSING

1.2.1 Purpose

The EURES (European network of employment services) is created by Regulation (EU) 2016/589 of the European Parliament and of the Council of 13 April 2016, EURES Regulation, and is a network of employment services to help job seekers and employers to find each other across Europe.

EURES offers a network of advisers that can give information, help and assistance to job seekers and employers through personal contacts. The activities of the EURES network¹ are supported by the [European Coordination Office](#) (ECO) managed by the [European Labour Authority](#). Each participating country (31) designates a [National Coordination Office](#) (NCO), generally linked to either their Public Employment Services (PES) or their Ministry of Labour.

All NCOs, the European Commission and ECO are exchanging information and supporting the implementation of the EURES Regulation in the EURES Coordination Group (ECG), EURES portal IT Steering Committee and the extranet of the EURES Network and specific platforms.

This record aims to cover the following operations:

- processing user account personal data to enable user authentication/authorization to access specific EURES functionalities requiring authentication and perform their task in the EURES portal as per EURES Regulation;
- personal data processed in specific collaboration spaces and e-mail lists needed to ensure the management of the EURES network, in particular the Extranet section of the EURES portal;
- personal data related to specific training prepared by ECO to the EURES network to ensure the knowledge and standard practices among all the members of the EURES network and
- processing of personal data in case of misuse/abuse of the data available in the EURES portal.

This record does not cover:

- JIRA software: In particular the JIRA software is covered by Record: 'DPR-ELA-2022-0053 EURES internal communication ticketing system - JIRA'
- Personal data related to the final users of the EURES portal: jobseekers and self-registered employers. In particular, this processing of personal data is linked to the processing referred to in Record "DPR-ELA-2022-0009- European Network of Employment Services (EURES) jobseekers and employers" which covers the personal data protection of jobseekers and employers.

¹ Following Article 7 of EURES Regulation comprise the following:

- (a) a **European Coordination Office**, which shall be established within the European Labour Authority and which shall be responsible for assisting the EURES network in carrying out its activities;
- (b) **national coordination offices** (NCOs) responsible for the application of this Regulation in the respective Member State, which shall be designated by the Member States and which may be their Public Employment Services (PES);
- (c) the **EURES Members**, namely:
 - the PES appointed by the Member States in accordance with Article 10; and
 - organisations admitted in accordance with Article 11, or, for a transitional period in accordance with Article 40, to provide at national, regional or local level, including on a cross-border basis, support with clearance and support services to workers and employers;
- (d) the **EURES Partners**, which are organisations admitted in accordance with Article 11, and in particular with paragraphs 2 and 4 thereof, or for a transitional period in accordance with Article 40, to provide at national, regional or local level, including on a cross-border basis, support with clearance or support services to workers and employers;
- (e) the **Commission**

1.2.2 Processing for further purposes

- Archiving in the public interest -ELA-
- Scientific or historical research purposes
- Statistical purposes
- Safeguards in place to ensure data minimisation
 - Pseudonymisation
 - Any other, specify

1.2.3 Modes of processing

1. Automated processing (Article 24)
 - a. Computer/machine
 - i. automated individual decision-making, including profiling
 - ii. Online form/feedback
 - iii. Any other, specify
2. Manual processing
 - a. Word documents
 - b. Excel sheet
 - c. Any other, specify
3. Any other mode, specify

Description

Personal data will not be used for an automated decision-making including profiling.

1.2.4 Storage medium

1. Paper
2. Electronic
 - a. Digital (MS documents (Word, Excel, Powerpoint), Adobe pdf, Audiovisual/multimedia assets, Image files (.JPEG, PNG, etc.))
 - b. Databases
 - c. Servers
 - d. Cloud
3. External contractor premises
4. Others, specify

Description:

The data is stored in a database located in the Data Centre of the European Commission and access to this data is protected by an authentication mechanism. Access to the service is made available through the EUROPA web servers, also located in the Data Centre, where the portal is hosted. Security measures are continuously introduced whenever there is a need for them. All interactions with the portal involving personal information, in particular registration and login to the EURES accounts, is submitted via secure HTTPS connections.

1.3 DATA SUBJECTS AND DATA CATEGORIES

1.3.1 Data subjects' categories

1. Internal to organisation	EURES portal administrators and users within the Information and EURES Unit in the European Labour Authority
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2. External to organisation	External contractor staff assigned to the specific project EURES EURES IT Team in the European Commission EURES users in the NCOs European Commission EURES users in the National Coordination Officers (NCO) EURES Members in the Member States EURES Partners in the Member States
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1.3.2 Data categories/fields

Indicate the categories of data that will be processed:

Regarding the EURES portal:

EURES network users ¹ and EURES Advisers
<p>Profile: Username, name, surname, E-mail address, organisation, primary function, address, comment to the EURES helpdesk, contact languages, country, cross-border partnership.</p> <p>Saved search profiles: name of the profile, frequency of the notification, language, e-mail, chosen search criteria.</p> <p>Saved candidates: Links to CVs; a status of the process (optional) and a comment (optional).</p> <p>General info and activities: information contained in extranet and collaboration workspace: in the chat function: users can see who is online, their name and a short status message, in the “Who is who”: users can be searched for by name, organization and language spoken; uploaded documents or comments include the name and surname of the contributor.</p> <p>Enquiries: The text of the question to another user</p> <p>Trainings: courses completed.</p> <p>Availabilities</p> <p>User names, e-mails linked and passwords related to their authentication.</p>

EURES administrators ² (in the ELA, in the IT Team in the European Commission and staff from the external contractor acting as EURES Helpdesk)
<p>Internal data (only EURES administrators have access to it): Logs, documents uploaded by EURES network users and EURES advisers.</p> <p>EURES Helpdesk Enquiries can be submitted via telephone, online chat or e-mail. In order to further support the EURES network users of the helpdesk, the following information needs to be gathered:</p>

¹ As **EURES network users** the following roles are included: EURES member/partner line manager, EURES member/partner coordinator, NCO team member, NCO support staff, National Coordinator, ECG representative, Cross Border Partnerships (CBP) Coordinator, CBP expert, EURES Training Coordinator, EURES Training expert, Single point of Contact (SPOC) Communication, SPOC Interoperability/ Interoperability Coordinator, ECO team member, ECO support staff, EURES delivery staff, EURES delivery support staff and Interoperability staff.

² As **EURES administrators** the following roles are included: In the EURES and information Unit at ELA, the IT Team in the European Commission and staff from the external contractor acting as EURES Helpdesk.

Name and surname, e-mail, country of residence, preferred language, type of EURES network user and specific question/concern/request.

User names, e-mails linked and passwords related to their authentication.

Regarding EURES collaboration workspace (Extranet)

User, password, files and reports, messages, members and calendar.

On EURES trainings:

Additional information will be gathered: Name and surname, e-mail and user.

In some specific cases a prior authorisation by the relevant Line Manager will be needed and this decision (agreement or not) will be also collected.

On EURES Coordination Group meetings:

Additional information would be gathered in order to ensure the proper organization and management of the events such as personal information on dietary requirements, accessibility constrains or related to specific accommodation and/or list of participants.

For organizing these type of events, ELA will rely on Record 'DPR-ELA-2022-0023: ELA live, hybrid and digital events, seminars, workshops, conferences, meetings, open/celebration/information days and visits' and specific privacy statement will be prepared for each specific event.

Misuse/abuse of data

In case of misuse/abuse of the information provided in the EURES portal, ELA may initiate an investigation to understand the situation and with the support of the NCOs, adopt the appropriate technical and organization measures to avoid any potential damage.

A specific Data Processing Agreement will be signed with the affected NCO:

The personal data that will be processed will be the following:

Name, surname, e-mail, organization, role/group/type of user, CVs accessed (number, data subjects, countries, sector/field of employment, languages), type of abuse, log files, report of the incident, follow up and justification, foreseen measures to mitigate the risk.

This process is documented in the EURES portal internal abuse report.

The authentication of the user will be made with two-factor authentication system provided by EU Login. EU Login verifies the identity of the users and guarantees the security of their data. The process is covered by Record "DPR-EC-03187: Identity & Access Management Service (IAMS)" owned by the European Commission: Informatics (DIGIT). The European Labour Authority will not have access to these data.

1.3.2.1 Special categories of personal data

Indicate if the processing operation concerns any 'special categories of data' which fall(s) under Article 10(1), which shall be prohibited unless any of the reasons under article 10(2) applies:

Yes , the processing concerns the following special category(ies):

Data revealing

- racial or ethnic origin,
- political opinions,
- religious or philosophical beliefs,
- trade union membership,

Or/and,

- Genetic data, biometric data for the purpose of uniquely identifying a natural person,
- Data concerning health,

<input type="checkbox"/> Data concerning a natural person's sex life or sexual orientation. <input checked="" type="checkbox"/> N/A
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1.3.2.2 Data related to 'criminal convictions and offences'

The data being processed contain sensitive data which fall(s) under Article 11 'criminal convictions and offences'	N/A <input checked="" type="checkbox"/> Yes <input type="checkbox"/>
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1.4 RETENTION PERIOD

Indicate the administrative time limit(s) for keeping the personal data per data category, and if known, specify the start/end date, or describe the specific start/end moment of each time limit:

Data category	Retention period
EURES network users, EURES advisers and EURES administrators	Data is stored in the system as long as the registered user is active in the EURES network. If a user is unregistered the data will be deleted, except information related to messages and documents posted on the Extranet and only insofar as the information is necessary to identify the originator or sender of the message or document in question
Helpdesk messages and enquiries	The data collected may be stored for quality assurance purposes for a period not exceeding two years. Data will be anonymised after this period.
Log files	6 months. The recommendation for logs retention is minimum 6 months. This retention period might be extended for 6 more months on specific cases, when duly justified by security reasons (e.g. ongoing investigations or similar actions).
Personal data related to trainings	Data is stored as long as the registered user is active in the EURES network.
Personal data related to the misuse/abuse of information	<p>According to the procedure established with the NCOs the investigation should be closed at last 2 months later of the misuse/abuse is detected and the investigation is opened. The ECO will decide on the measure to be adopted in a maximum of three months the misuse/abuse is detected and will keep all the data related to this incident for 1 year.</p> <p>After this year, the information related to the CVs accesses will be eliminated and the minimum personal data will be kept for scientific, archival and statistical purposes.</p>

The ECO performs regularly reports to check if any irregular activity is detected in the EURES portal. If any abuse is detected, an investigation is opened. Once an irregular activity is detected by ECO, an investigation is opened to first identify the type of user (job seeker/ self-registered employer, EURES Member/Partner's staff), identify the concrete action performed in the EURES Portal, type of abuse, and NCO affected. The NCOs will be in charge of following up with Members and Partners on their territory if suspicious situations with access to CV data have been identified in the follow-up system. After an investigation is finished, the NCO affected may propose measures to reduce and mitigate the

confirmed abuse. ECO will decide, based on the information received, and apply the most appropriate measure.

1.5 RECIPIENTS

Origin of the recipients of the data	
1. <input checked="" type="checkbox"/> Within the EU organization	EURES portal administrators and users within the Information and EURES Unit in the European Labour Authority
2. <input checked="" type="checkbox"/> Outside the EU organization	External contractor staff assigned to the specific project EURES EURES IT Team in the European Commission EURES users in the NCOs European Commission EURES users in the National Coordination Officers (NCO) EURES Members in the Member States EURES Partners in the Member States

Categories of the data recipients	
1. <input checked="" type="checkbox"/> A natural or legal person	
2. <input checked="" type="checkbox"/> Public authority	
3. <input checked="" type="checkbox"/> Agency	
4. <input checked="" type="checkbox"/> Any other third party, specify	

Description

All portal users can access contact details of EURES advisers.

The Information and EURES Unit will have access to all data categories to the extent they have been provided authorization, on a 'need to know' basis.

The EURES IT Unit in the European Commission will have access to all data categories, including the log files to the extent they have provided authorization, on a 'need to know' basis.

Personal data related to an abuse/misuse will be only available to the EURES IT Unit in the European Commission, who will report the Information and EURES Unit, who will inform the concerned NCO. A Data Processing Agreement is signed in case personal data needs to be shared.

Personal data related to the newsletter is available to Information and EURES Unit on a need to know basis.

Personal data related to the EURES Extranet is available to all EURES network users.

Personal data related to the ECG meetings, will be available to the Information and EURES Unit, organising the meeting and additional information will specified in the Privacy Statement.

EURES Helpdesk and Chat services

Will be only visible to the Helpdesk and the concerned EURES network user.

1.6 INTERNATIONAL DATA TRANSFERS

Transfer to third countries or international organisations of personal data
1. Transfer outside of the EU or EEA

<input type="checkbox"/> N/A, transfers do not occur and are not planned to occur <input checked="" type="checkbox"/> YES,	
Country(ies) to which the data is transferred	Iceland, Liechtenstein, Norway (EEA) and Switzerland
2. Transfer to international organisation(s) <input checked="" type="checkbox"/> N/A, transfers do not occur and are not planned to occur <input type="checkbox"/> Yes, specify further details about the transfer below	
Names of the international organisations to which the data is transferred	
3. Legal base for the data transfer <input checked="" type="checkbox"/> Transfer on the basis of the European Commission's adequacy decision (<i>Article 47</i>) <input type="checkbox"/> Transfer subject to appropriate safeguards (<i>Article 48.2 and .3</i>), specify: <ul style="list-style-type: none"> 2. (a) <input type="checkbox"/> A legally binding and enforceable instrument between public authorities or bodies. <ul style="list-style-type: none"> Standard data protection clauses, adopted by <ul style="list-style-type: none"> (b) <input type="checkbox"/> the Commission, or (c) <input type="checkbox"/> the European Data Protection Supervisor and approved by the Commission, pursuant to the examination procedure referred to in Article 96(2) . (d) <input type="checkbox"/> Binding corporate rules, <input type="checkbox"/> Codes of conduct , <input type="checkbox"/> Certification mechanism pursuant to points (b), (e) and (f) of Article 46(2) of Regulation (EU) 2016/679, where the processor is not a Union institution or body. 3. Subject to the authorisation from the European Data Protection Supervisor: <ul style="list-style-type: none"> <input type="checkbox"/> Contractual clauses between the controller or processor and the controller, processor or the recipient of the personal data in the third country or international organisation. <input type="checkbox"/> Administrative arrangements between public authorities or bodies which include enforceable and effective data subject rights. <input type="checkbox"/> Transfer based on an international agreement (<i>Article 49</i>), specify	
4. Derogations for specific situations (Article 50.1 (a) –(g)) <input checked="" type="checkbox"/> N /A	

Description

On the basis of Article 45 of Regulation (EU) 2016/679, the European Commission, has determined that Switzerland has an adequate level of protection¹, therefore no further safeguard is needed. *

1.7 INFORMATION TO DATA SUBJECTS ON THEIR RIGHTS

Rights of the data subjects
<i>Article 17 – Right of access by the data subject</i>
<i>Article 18 – Right to rectification</i>
<i>Article 19 – Right to erasure (right to be forgotten)</i>
<i>Article 20 – Right to restriction of processing</i>

¹2000/518/EC: Commission Decision of 26 July 2000 pursuant to Directive 95/46/EC of the European Parliament and of the Council on the adequate protection of personal data provided in Switzerland

Article 21 – Notification obligation regarding rectification or erasure of personal data or restriction of processing

Article 22 – Right to data portability

Article 23 – Right to object

Article 24 – Rights related to Automated individual decision-making, including profiling

1.7.1 Privacy statement

The data subjects are informed about their rights and how to exercise them in the form of the a privacy statement attached to this record.

Publication of the privacy statement

Published on website

Web location:

- ELA internal website (URL: SharePoint on Personal Data Protection)
- External website (URL: <https://ec.europa.eu/eures/public/en/data-protection-statements>)

Other form of publication, specify

Guidance for Data subjects which explains how and where to consult the privacy statement is available and will be provided at the beginning of the processing operation.

Description:

All data protection statements are published and accessible on the EURES portal.

In order to adapt the information to each type of user and make it more easily accessible form, the following Privacy Statement have been created:

- Privacy Statement for EURES Staff
- Privacy Statement for EURES Helpdesk
- Privacy Statement for EURES extranet
- Privacy Statement EURES Newsletters
- Privacy Statement for Chats with EURES Advisers in the EURES Portal
- Privacy Statement for misuse/abuse of data in the EURES Portal

In order to provide a simple structure of the different processes performed under the EURES portal, a specific record and privacy statement has been created for:

- the specific pilot on the EU Talent Pool Pilot project – Record ‘DPR-ELA-2022- 0048 EU Talent Pool Pilot project in the EURES portal for persons displaced from Ukraine’. The information provided there is included in this general record in order to provide complete and accurate information to the different users of the EURES portal.
- The EURES portal users: jobs seekers and employers – Record ‘DPR-ELA-2022- 0009 European Network of Employment Services (EURES) for jobseekers and employers.

1.8 SECURITY MEASURES

Short summary of overall Technical and Organizational Measures implemented to ensure Information Security:

Description:

After the commencement of the European Labour Authority’s activity (August 1st, 2021) the Authority is replacing the European Commission (the “Commission”) in managing the European Coordination Office of the European network of employment services (EURES).

However according to Article 6 of Regulation 2019/1149 establishing a European Labour Authority, the Commission will continue to ensure the provision of IT and the operation and development of IT infrastructure.

Commission Decision (EU, Euratom) 2017/46 of 10 January 2017 on the security of communication and information systems in the European Commission

Specific measures in place:

Databases and repositories operate on controlled access, limited to the persons needing it.

Access to the secured parts of the EURES application is controlled through an authentication and authorisation mechanism managed within the application.

Access to EURES environments from outside the European Commission is strictly limited to contractors responsible for the development and maintenance of EURES, through a Security Convention defined in collaboration with HR.DS.