



PROTECTION OF YOUR PERSONAL DATA

ONLINE PROCUREMENT HELPDESK FACILITY | DIGITAL TOOLBOX

Processing operation: Use of the Online Procurement Helpdesk for Smart Communities (Digital Toolbox) services

Data Controller: European Commission, CNECT A5 Artificial Intelligence for Societal Good (hereinafter “CNECT A.5”)

Data Processors and sub-processors: a consortium (contractors) led by Deloitte Consulting & Advisory BV/SR, and also including:

- Deloitte Technology, S.A., Avenida Eng. Duarte Pacheco, 7, 1070-100 Lisboa, Portugal;
- Capgemini Nederland B.V., Reykjavikplein 1, 3543 KA, Utrecht, The Netherlands
- Intellera Consulting S.P.A., Via Gaetano de Castillia, 23, 20124 Milan, Italy
- Serendipity Holding BV, High Tech Campus 5 P094, Eindhoven, The Netherlands
- Agentschap Digitaal Vlaanderen, Havenlaan 88 (Bus 30), 1000 Brussels, Belgium
- Technopolis Consulting Group, Avenue de Tervueren 188A, 1159 Brussels, Belgium

The following sub-processors:

- Zoho Corporation B.V Beneluxlaan 4B, 3527 HT UTRECHT, The Netherlands
- Neon Inc., 2128 Sand Hill Road, Menlo Park, California, 94025
- Scaleway, rue de la Ville l’Evêque, 75008 Paris, France
- Microsoft Ireland Operations, Ltd. South County Business Park, Leopardstown, Dublin 18, D18 P521, Ireland

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1. Introduction

The European Commission (hereafter ‘the Commission’) is committed to protecting your personal data and to respecting 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 “Use of the Online Procurement Helpdesk for Smart Communities (Digital Toolbox) services” undertaken by CNECT A.5, is presented below.

<h2>2. <u>Why and how do we process your personal data?</u></h2>

Purpose of the processing operation: CNECT A.5 has set-up and manages an online helpdesk facility accessible through the Living-in.EU website to support the procurement of services and deployment at scale of local digital platforms and digital twins for smart cities and communities. To access its various services (assessments, knowledge centre and others), representatives from cities and communities who have been successfully selected after submitting their expression of interest should register (log-in) to the Helpdesk. Personal data is hence collected to provide the following services through the Helpdesk:

- **Smart self-service:** An online service which will guide the analysis of the digital maturity level and will provide supporting materials, roadmaps and procurement templates to cities and communities.
- **General support:** An online ticketing system to answer general questions with high-level support to a broad range of cities and communities.
- **Tailored support:** Specific support to help cities and communities address more complex, technical, and financial issues faced in their procurement phase. This also involves support in the development of detailed digital transformation roadmaps.

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

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

The processing operations are lawful under Article 5(1)(a) of Regulation (EU) 2018/1725 (processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Union institution or body).

The underlying legal basis is the DEP Regulation (Regulation (EU) 2021/694 of the European Parliament and of the Council of 29 April 2021 establishing the Digital Europe Programme and repealing decision (EU) 2015/2240), in particular its Articles 8 and 13(1).

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

The following personal data will be processed in the context of your access to the Helpdesk and its services:

- Contact details (first name, last name, name of organisation, country, city, e-mail address);
- Logs data within the Helpdesk.

5. How long do we keep your personal data?

CNECT A.5 only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing, that is to say for up to five years after your last support request.

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 and that of its external contractors. 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.

The Commission's contractors are bound by a specific contractual clause for any processing operations of your data on behalf of the Commission, and by the confidentiality obligations deriving from the transposition of the General Data Protection Regulation in the EU Member States ('GDPR' [Regulation \(EU\) 2016/679](#)).

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 basis for the purposes of this processing operation.

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

The support teams get access to your personal data to fulfil the provision of services, described in this privacy statement on the "need to know principle". These teams include staff inside and outside (contractors) of the European Commission. All staff abide by statutory, and when required, additional confidentiality agreements.

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. No international data transfers to third countries take place.

Third party IT tools

CNECT A.5 relies on the following sub-processors (tools) to provide end-users with a sustainable and functional Helpdesk platform:

- Zoho Corporation B.V (Bigin), which provides a customer relationship management and online ticketing service to answer questions raised by cities and community contacts. Through this tool we track the progress of cities in their journey and respond to incoming emails at support@toolbx.eu and support form submissions behind a login in the helpdesk. Hence, it processes first name, last name, organisation, and email address.
- Scaleway, is our transactional email address provider to allow communications with the helpdesk users. Hence, it processes first name, last name, organisation and email address.
- Neon Inc., is the relational database provider where data is stored (first name, last name, email address, organisation, city progress data).
- Microsoft Share Point provides cloud storage to store end-users' personal data to interact with city representatives and support the development of city roadmaps.

We use LORDIMAS as a third-party IT tool as follows:

In order to access such third-party content, a message will alert you that you need to accept those third parties' specific Terms and Conditions, including their cookie and privacy policies, over which the Commission nor its (sub)processors have no control.

We recommend that users carefully read the relevant [privacy policy](#) of the LORDIMAS tool. This explains the organisation's policy of personal data collection and further processing, their use of data, users' rights and the ways in which users can protect their privacy when using those services.

The use of a third-party IT tool does not in any way imply that the European Commission or the consortium endorse them or their privacy policies. In the event that one or more third party IT tools are occasionally unavailable, we accept no responsibility for lack of service due to their downtime.

9. 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, your personal data and to rectify them in case your personal data are inaccurate or incomplete. Where applicable, you have the right to erase your personal data, to restrict the processing of your personal data, to object to the processing, and 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) of Regulation (EU) 2018/1725 on grounds relating to your particular situation.

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 8 below.

10. 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 reach out to CNECT-A5@ec.europa.eu.

- The Data Protection Officer (DPO) of the Commission

You may contact the Data Protection Officer (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) 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