

## PRIVACY NOTICE

### [Incoming and outgoing registered mail](#)

The European Union Agency for Fundamental Rights (FRA) processes the personal data of a natural person in compliance with Regulation 2018/1725 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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

This privacy notice explains FRA's policies and practices regarding its collection and use of your personal data, and sets forth your privacy rights. We recognise that information privacy is an ongoing responsibility, and we will update this notice where necessary.

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## PRIVACY NOTICE

### **1. Why do we collect personal data?**

Personal data is for registration and tracking purposes of all incoming, internal and outgoing mail.

### **2. What kind of personal data does the Agency collect?**

The Agency collects both electronic and physical data. This include FRA Staff and externals personal data.

### **3. How do we collect your personal data?**

The personal data is collected when the mail is recieved by the Facilities team who is responsible for the mail distribution. In addition, data is processed in the mail registration application used to register all mail.

### **4. Who is responsible for the processing your personal data?**

The Agency is the legal entity responsible for the processing of your personal data and determines the objective of this processing activity. The Head of Corporate Services is responsible for this processing operation.

### **5. Which is the legal basis for this processing operation?**

Processing personal data for incoming, internal and outgoing mails is lawful under Article 5(a), (b), (c) and (d) of the Regulation (EU) No 2018/1725.

### **6. Who can see your data?**

Staff who has access to registration mail application. Rights are given by the IT following information from the management.

### **7. Do we share your data with other organisations?**

Personal data is processed by the Agency only. In case that we need to share your data with third parties, you will be notified to whom your personal data has been shared with.

### **8. Do we intend to transfer your personal data to Third Countries/International Organizations**

No.

### **9. When will we start the processing operation?**

Processing starts from the moment a mail is registered in the system.

## 10. How long do we keep your data?

Mail registration data is kept for a period of 10 years.

## 11. How can you control your data?

You can access, modify or delete your personal data by sending an email request to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu). More details are provided below.

### 11.1. How valuable is your consent for us?

The processing is lawful because “the data subject has unambiguously given his or her consent”. Therefore, you have the right to withdraw your consent at any time, and we will delete your data or restrict its processing.

### 11.2. Your data protection rights

Under data protection law, you have rights we need to make you aware of these rights. The rights available to you depend on our reason for processing your information. You are not required to pay any charges for exercising your rights.

#### a) Can you access your data?

You have the right to receive confirmation whether or not we process your personal data. Furthermore, you can have access to such data, as well as obtain copies of your data undergoing processing, at any time and free of charge, by sending an email request to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu).

#### b) Can you modify your data?

You have the right to ask us to rectify - update or correct your data you think is inaccurate or incomplete at any time by sending an email request to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu).

#### c) Can you restrict us from processing your data?

You have the right to block the processing of your personal data at any time by sending an email request to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu) when you contest the accuracy of your personal data or when the Agency no longer needs the data for completing its tasks. You can also block the processing activity when the operation is unlawful, and you oppose to the erasure of the data.

#### d) Can you delete your data?

You have the right to ask us to delete your data at any time by sending an email request to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu) when the processing activity is unlawful.

#### e) Can you request the transfer of your data to a third party?

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organization to another, or give it to you. The right only applies if we are

processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.

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### **f) Do you have the right to object?**

Yes, you have the right to object at any time by sending an email request to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu) when you have legitimate reasons relating to your particular situation. Moreover, you will be informed before your information is disclosed for the first time to third parties, or before it is used on their behalf, for direct marketing purposes. The Agency will address your requests within 15 working days from the receipt of the request.

### **g) Do we do automated decision making, including profiling?**

No.

## **12. What security measures are taken to safeguard your personal data?**

The Agency has several security controls in place to protect your personal data from unauthorised access, use or disclosure. We keep your data stored on computer systems with limited access to a specified audience only.

## **13. What can you do in the event of a problem?**

- a) The first step is to notify the Agency by sending an email to [facilities@fra.europa.eu](mailto:facilities@fra.europa.eu) and ask us to take action.
- b) The second step, if you obtain no reply from us or if you are not satisfied with it, contact our data protection officer (DPO) at [dpo@fra.europa.eu](mailto:dpo@fra.europa.eu).
- c) At any time you can lodge a complaint with the EDPS at <http://www.edps.europa.eu>, who will examine your request and adopt the necessary measures.

## **14. How do we update our privacy notice?**

We keep our privacy notice under regular review to make sure it is up to date and accurate.

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