

DPO-XXX DG MARE E.2's functional mailboxes processing requests and questions from citizens.

Directorate-General: Maritime Affairs and Fisheries

Controller: PREISING Carmen

Publication: 2018-xx-xx

Processing

1. Name of the processing

DG MARE E.2's ("Communication and Information" Unit) functional mailboxes processing requests and questions from citizens.

2. Description

DG MARE E.2 manages a number of functional mailboxes that are subject to this data protection declaration. The personal data processed are necessary to handle and act upon information, requests and technical problems submitted by private individuals or organisations as well as Commission staff through these mailboxes. They include mainly email addresses and names.

The data are provided unambiguously by private individuals or organisations through an online contact form on DG MARE's websites (<https://ec.europa.eu/fisheries/tools/feedback>, and <https://ec.europa.eu/maritimeaffairs/tools/feedback>) and automatically forwarded to the functional mailbox: Fisheries-Info@ec.europa.eu.

DG MARE E.2 staff encodes and registers the requests and personal data provided (eg.: name and e-mail address) in the Commission's document management system (DPO-1530.3 ARES-NOMCOM) in order to provide replies to citizens' queries (be it postal or by email).

The personal data processed are necessary to handle and act upon information, requests and technical problems submitted by private individuals or organisations.

3. Sub-Contractors

The data are processed solely by DG MARE E.2 and, if necessary, other Commission staff. No sub-contractors are employed.

4. Automated / Manual operations

The manual or automated operations consist of handling information and other requests from private individuals, including Commission staff, or organisations. This includes the

temporary storage of personal data contained in emails, or letters attached to emails, in electronic respectively paper format. It may also include forwarding the request, including the personal data contained in it, to other departments in DG MARE or other Commission services where they may also be stored temporarily.

5. Storage

Data are stored in electronic format on the European Commission IT servers (DPO-1.6 Generic notification on IT infrastructure).

6. Comments

Depending on the subject of some requests received via the functional mailbox/contact form they might also be part of other specific data processing operations (eg. access to documents request, complaints, and publication requests). Related personal data therefore also fall under the following DPO notifications: DPO-1225.2 GestDem, DPO-1281.13 EU Bookshop (via OP RELAIS); DPO-2712.6 Complaints Handling – Accueil Plaignants (CHAP).

Purpose & legal basis

7. Purposes

The overall purpose is to reply by e-mail or in another form directly from DG MARE to private individuals or organisations and address their information and other requests. DG MARE E.2 only processes personal data to the extent necessary for this purpose.

8. Legal basis / Lawfulness

The processing operations are necessary for the management and functioning of the Commission as mandated by the Treaties and more specifically Article 5 TEU, Article 13 TEU and Articles 244-250 TFEU, and in accordance with Article 1 and Article 11 TEU.

Articles 5 (a) and (d) of Regulation (EC) No 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

This processing does not present specific risks and therefore is not subject to Article 27 of the Regulation.

Data subjects / fields

9. Data subjects

Private individuals, including Commission staff, or organisations submitting information and other requests directly or indirectly to DG MARE's functional mailbox mentioned under Point 2.

10. Data fields

- Name
- Email address
- Address
- Any other personal data the person will have included in her/his request

Rights of Data Subject

11. Information

See privacy statement

[xxxxxxxxxxxxxxxx.doc](#)

12. Procedure to grant rights

To request the deletion of personal data or for any other questions or concerns, the data subject can contact the Data Controller under the following functional mailbox: Fisheries-Info@ec.europa.eu

13. Retention

DG MARE E.2 keeps the data for two years after the final reply. Eventually, for a longer period of time if this is required by the Commission Retention List for citizens' information requests.

14. Time limit

The Data Controller will react within fifteen days from the day he receives the correspondence.

15. Historical purposes

Not applicable.

Recipients

16. Recipients

Officials and other staff in DG MARE and the European Commission dealing with the information or other request.

17. Transfer

No personal data will be transferred outside the EU or EEA.