

Specific privacy statement for the function of Nature helpdesk

Any personal data you submit to the EEA in the context of the Nature helpdesk will be processed in accordance with [Regulation (EC) 2018/1725](https://eur-lex.europa.eu/legal-content/EN/TXT/?toc=OJ%3AL%3A2018%3A295%3ATOC&uri=uriserv%3AOJ.L_.2018.295.01.0039.01.ENG)  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, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

This processing operation is under the responsibility of the Nature reporting project manager, acting as data controller, regarding the collection and processing of personal data.

1. **Purpose(s) of the processing**

Your personal data are kept and further processed for ensuring that you can be reached and delivered a reply to your questions. Only the minimum amount of personal data needed is involved in the process.

1. **Recipients of the data processed**

For the purpose detailed above, access to your personal data (name, e-mail, tel., institution, submitted questions) is only available to the administrators of the helpdesk, which are the relevant project managers of EEA, the European Commission DG ENV and the relevant task managers of the European Topic Centre on Biodiversity (ETC/BD). The latter, as external collaborator and processor in the context of the data protection legislation, is bound by the same data protection rules. No personal data is shared with third parties for direct marketing purposes. Your questions could be transmitted to other bodies for further consultation under the condition that personal information is deleted. In case your questions are of general interest, they may be included in the FAQ of the Reference Portal for reporting under art 17 of the Habitats Directive and art 12 of the Birds Directive after being anonymized.

1. **Categories of data processed**

The only personal data further processed is the questions you submit in the helpdesk, which may be included in the FAQ. EEA needs the personal data like your name and e-mail only for replying back.

1. **Modalities for the processing operation**

Questions are provided by you online at the helpdesk e-mail. Questions and other personal data (name, e-mail) are stored and processed only by the administrators of the helpdesk. All data in electronic format are stored on the servers of the EEA, which guarantee the security and confidentiality of the collected information.

1. **Right of access and rectification**

You have no direct access to the database with stored questions. If you wish to modify or delete any of your personal data or your questions, you should address your request in writing by email to the relevant nature reporting project manager of the EEA ([eleni.tryfon@eea.europa.eu](mailto:eleni.tryfon@eea.europa.eu) ). If you wish at any time to withdraw your consent to the process, you should address your request in writing by email to the nature reporting project manager of the EEA. The withdrawal of your consent does not affect the lawfulness of processing based on consent before its withdrawal.

1. **Legal basis**

The processing of your personal data is necessary for the performance and support of the numerous tasks carried out by the EEA as mandated by Regulation (EC) No 401/2009 of 23 April 2009 on the EEA and Eionet.

In addition, by submitting your comments, you express explicitly your consent to the processing operation (Article 5(d) of Regulation (EC) 2018/1725).

1. **Data retention**

Your name, email address and questions will be stored in helpdesk service. Same information will be stored in files of administrators until the follow up actions of the assessment of data submitted for the reporting under Article 17/12 is completed and all assessments including the EU level are published. After that time, anonymous questions linked only to country codes will be kept in our records for documentation and historical purposes and for processing when reviewing guidelines in the future with appropriate safeguards in terms of accessibility. The anonymized FAQ will remain publicly available in the Reference Portals.

1. **Right to appeal**

You are entitled to have recourse at any time to the European Data Protection Supervisor (<https://edps.europa.eu>; [edps@edps.europa.eu](mailto:EDPS@edps.europa.eu)) if you consider that your rights under Regulation (EC) 2018/1725 have been infringed as a result of the processing of your personal data by the EEA.

You may also contact the EEA’s Data Protection Officer (DPO) in case of any difficulties relating to the processing of your data at the following email address: [DPO@eea.europa.eu](mailto:DPO@eea.europa.eu).