



Privacy statement: Contact Management Database

The European Economic and Social Committee (EESC) is committed to respecting the privacy of the audience with which it communicates. The following text outlines the criteria according to which the EESC collects, manages and uses personal data relating to the efficient distribution of the EESC's press releases, newsletters, invitations to events and any relevant communication in the framework of its activities.

1. Who is responsible for the processing of personal data?

The EESC is responsible (as controller) for the processing of personal data.

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https://www.eesc.europa.eu/en/general-contact-form?contact_person_group=60

Processor of personal data

The EESC makes use of Microsoft Dynamics 365 Marketing (an email marketing tool that allows emails to be created and sent, as well as statistics to be generated).

[Contact Microsoft - Support for Dynamics | Microsoft Dynamics](#)

2. What is the purpose of the processing?

Dynamics is a tool and information channel that facilitates:

- stakeholder relationship management;
- information about the EESC's work to be communicated through newsletters, press releases, announcements about adopted opinions and similar types of mass mailing;
- event management (invitation, registration and follow-up) and the conduct of surveys;
- internal communication.

3. What is the legal basis for the processing?

[Regulation \(EU\) No 2018/1725](#) applies to the processing of personal data collected for the purposes mentioned above. Your personal data are processed by the EESC in the performance of its tasks carried out in the public interest and in the exercise of its official authority as advisory body of the European Union (Article 5.1.(a)). Where this legal basis is not applicable, your personal data are processed based on your consent (Article 5.1.(d)).

4. What personal data are processed?

Depending on the purpose for which your personal data are collected, the following categories can be collected: last name, first name, gender, languages, organisation, country represented, department, office, job title, title, email address, phone and fax number, mobile phone, street, number, P.O. box, postal code, city, town, area, country, roles, and areas of interest.

Dynamics also logs information on whether emails have been received or opened, and if any links in the email have been clicked upon. This is done to allow the EESC to collect statistical data on its email campaigns.

5. Who are the recipients or categories of recipients of your personal data?

The recipients are EESC staff who use Dynamics in their communication activities and employees of the contractor (who nevertheless do not have direct access to the database), bound by the provisions on confidentiality and the processing of personal data, which are part of the framework contract between the EESC and the contractor for assistance in managing the content of the contact database.

6. Are your personal data transferred to a third country (non-EU Member State) or international organisation?

Your personal data are not transferred to non-EU Member States or to international organisations, unless you have given your specific consent for such a transfer or the European Commission has adopted a decision that determined that the third country offers an adequate level of data protection or other adequate safeguards have been put in place for the protection of personal data.

7. How can you exercise your rights?

You have the right to request access to your personal data. Also, you have the right to request rectification or erasure or restriction of the processing of your personal data.

Where applicable, you have the right to object to the processing of your data. Where applicable, you have the right to receive your personal data provided to the controller or to have your personal data transmitted directly to another controller (data portability). You also have the right to withdraw your consent at any time.

You can direct your queries to https://www.eesc.europa.eu/en/general-contact-form?contact_person_group=60. The query will be dealt with within 15 working days.

You have the right to lodge a complaint with 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 EESC.

8. How long are your personal data kept for?

The retention period depends on the purpose for which your personal data are collected. If your personal data have been collected for the purpose of organising an event, it will be kept only for the period necessary for the organisation and management of that event, unless you have agreed to receive further emails from the EESC (for example, invitations to future events or newsletters). You can always unsubscribe from receiving emails from the EESC via the unsubscribe link.

9. Are personal data collected used for automated decision-making, including profiling?

The EESC will not use your personal data to make automated decisions about you. "Automated decisions" are defined as decisions made without human intervention. You have the right to opt out of automated processing at any time and to require that decisions be assessed by a person.

10. Will your personal data be further processed for a purpose other than that for which the data were obtained?

Your personal data will not be further processed for a different purpose.

11. Who can you contact if you have queries or complaints?

If you have any further questions about the processing of your personal data, please contact https://www.eesc.europa.eu/en/general-contact-form?contact_person_group=60. You may also contact the EESC Data Protection Officer (data.protection@eesc.europa.eu) and/or the [European Data Protection Supervisor](#) (edps@edps.europa.eu) at any time.