



## Privacy statement

### Processing of personal data on the occasion of Stakeholder Feedback

Personal data will be processed in accordance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council 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.

#### **Purpose:**

The purpose of the personal data processing is ensure compliance with the EASA Management Standards by identifying, implementing and continually improving a stakeholder-related process to determine and review the stakeholders' needs, to collect and analyse their feedback and to monitor their satisfaction. To that end, EASA conducts periodic reviews with stakeholders of core and where appropriate supporting processes, by initiating online questionnaires via the "EUSurvey" tool managed by Directorate-General for Informatics (DIGIT) of the European Commission. Stakeholder surveys are conducted on external and internal processes.

#### **Personal data collected and further processed:**

This statement only covers the surveys performed by the by the Internal Audit and Assurance Section.

The stakeholder feedback survey will process the personal data (name, function, organisation, e-mail address) only for the purposes for which they were transmitted. In some cases the submission of personal data is optional.

Data subjects: Members of staff, experts, members of National Aviation Authorities, members of the aviation industry and all citizens.

#### **Data controller:**

Internal Audit and Assurance Section Manager, [feedback@easa.europa.eu](mailto:feedback@easa.europa.eu)

#### **Recipients of personal data:**

Only the staff carrying out the processing of the information and dealing with EUSurvey tool have access to the data. This includes the EUSurvey team (i.e. Head of Unit of DIGIT.D.1, Directorate-General for Informatics (DIGIT) of the European Commission), the survey owners and anyone having been granted access to the questionnaires. Data resulting from analysis of the stakeholder survey is anonymized and is used by the Process Owners and procedure owners to improve the overall efficiency and effectiveness of their processes.

#### **Data retention:**

Contributors' personal data will remain in the EUSurvey database until the results of the questionnaire have been completely analysed or until the survey owners have requested their removal. The cookies disappear once the session has been terminated. Data resulting from the stakeholder survey is anonymized and handled in accordance with Community legislation.

#### **Contact & exercise of rights:**

Should you require further information concerning the processing of your personal data or exercise your rights (e.g. access or rectify any inaccurate or incomplete data), please contact the Data Controller.

#### **Recourse:**

Data subjects have at any time the right to make a complaint regarding the processing of their personal data to [the European Data Protection Supervisor](#).