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| Personal data processing records and compliance checklist - Public | Ref # 087 Revenue Management |
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| Nr. | Item | Explanation |
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| Revenue Management | | |
| 1. | Last update of this record | 01.09.2023 |
| 2. | Reference number | 087 |
| Part 1 – Article 31 of Regulation (EU) 2018/1725 - Record (recommendation: Publicly available) | | |
| 3. | Name and contact details of the controller and of the staff member responsible | Controller: European Union Aviation Safety Agency (EASA) Staff member responsible: Head of Finance accounts.receivable@easa.europa.eu |
| 4. | Name and contact details of DPO | dpo@easa.europa.eu |
| 5. | Name and contact details of joint controller (where applicable) | Not applicable |
| 6. | Name and contact details of processor (where applicable) | Not applicable |
| 7. | Purpose of the processing | <p>The purpose of the personal data processing is to facilitate the activities of Revenue Management. The overall principles of which are aimed at governing the debt recovery process established by the Art. 6 of the Financial Regulation (Financial Regulation of the Agency) of the European Union Aviation Safety Agency (the Agency).</p> <p>. The debt recovery process is part of a comprehensive financial management system which provides assurance that the applicable Financial Regulations and policies are complied with and, with regard to Debt Recovery, that the Agency’s financial interests are protected.</p> <p>According to Art. 49 of the Agency’s Financial Regulation, the recovery of amounts due to the Agency is the responsibility of the Accounting Officer. The Accounting Officer needs to prove that they exercised due diligence in the recovery process and that the financial interests of the Agency are safeguarded.</p> |





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| | | <p>This is accomplished by actively pursuing the Agency's debtors including sending two formal reminders and applying interest for payments made after the agreed due date.</p> <p>To substantiate its invoices the Agency may also process personal data contained in supporting documents as required under the Fees & Charges Regulation. This data is only processed for verification purposes and deleted once validated.</p> |
| 8. | Description of categories of persons whose data are processed by EASA and list of personal data categories | <p>Master data is kept and maintained in SAP for all the Debtors. The master data includes the debtors' name, tax and legal code, the physical addresses, the phone numbers, email address, the bank and payment coordinates and the contact references (including organisational position).</p> <p>This information could refer directly to an individual, like the contact person or when the debtor is a natural person: in case of natural person, a copy of the Passport or ID may be requested for identification purposes, stored in a secure drive and not in the ERP system.</p> <p>Data contained in supporting documents is not processed in ERP.</p> |
| 9. | Time limit for keeping the data | <p>Data is retained as long as is required to discharge the Agency's responsibilities. WI.IMS.00072 currently states paper files are kept for 10 years.</p> <p>Information contained in the ERP system is not removed or deleted. Access to data older than 10 years is subject to further access restrictions linked to specific user profiles.</p> |
| 10. | Recipients of the data | <p>Agency staff involved in the process, Community institutions or bodies with supervisory or audit responsibilities over the Agency's financial activities such as the Internal Audit Services of the Commission and the European Court of Auditors. External auditors & consultants supporting the revenue process may also receive this data, limited to financial information and contact information.</p> |
| 11. | Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards? | <p>Data are not transferred to Third Countries or international Organisations, with the exceptions of Audit organisations for their statutory services, and ruled by confidentiality agreements.</p> |





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| 12. | General description of security measures, where possible. | Electronic formats are held in the EASA filing system and/or the Enterprise Resource Planning system, which are protected by network security measures. Access to EASA files and ERP is restricted to staff members involved in the process only and based on specific user profiles. Copies of Passports or IDs are not stored in ERP. These documents are kept in a secured drive, accessible only by staff directly involved in the management of the respective files. |
| 13. | For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the below privacy statement. | See Privacy statement. |

