



Record ¹ of processing activities Regarding the HR ticket service of the European Institute of Innovation and Technology		
Nr	Item	Description
1	Reference number	DPO-45
2	Name of the data controller, the data protection officer and processor ² , if applicable and contact details	The data controller is the Head of Administration Unit at the EIT. Contact e-mail: EIT-HR@eit.europa.eu Contact e-mail of the Data Protection Officer : EIT-DPO@eit.europa.eu
3	Purposes of the processing	EIT uses HR ticket service – as an effective and efficient tool to submit HR-related requests for information and clarification in the following categories: 1) Leaves and absences: a) Clarification/information request on annual leave; b) Clarification/information request on sick leave with medical certificate; c) Clarification/information requests on sick leave without medical certificate/submission of request regarding sick leave without medical certificate; d) Clarification/information requests on special leaves; 2) Work Patterns: a) Clarification/information requests on all forms of part-time (also including medical part-time) etc., parental leave; family leave; unpaid leave; b) Clarification/information requests on working time and hybrid working.

¹ In line with article 31 of Regulation (EU) 2018/1725 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

² For more information., please see below (categories of data recipients).



		<p>3) Individual rights and entitlements (change in household, marriage, divorce, birth of child):</p> <ul style="list-style-type: none"> a) Clarification/information requests on individual rights; b) Clarification/information/ requests on payroll matters (payslip). <p>4) Learning and development:</p> <ul style="list-style-type: none"> a) Clarification/information requests on L&D matters. <p>5) Schooling (school, kindergarten, school transport):</p> <ul style="list-style-type: none"> a) Clarification/information requests. <p>6) Appraisal:</p> <ul style="list-style-type: none"> a) Clarification/information requests. <p>7) Reclassification.</p> <ul style="list-style-type: none"> a) Clarification/information requests. <p>The data processing operations include the collection, recording, organisation, storage, consultation, use, disclosure by transmission, erasure and destruction of personal data.</p> <p>The purpose of processing personal data is to process the requests of EIT staff related to HR matters in the categories mentioned above which were submitted through the HR Ticket Service.</p> <p>The HR ticket service replaces the learning and development, EIT HR and schooling functional mailboxes. The HR ticket also complements SYSPER only in those cases where the functionalities covered by the specific SYSPER module in relation to the categories referred to above are not functioning.</p> <p>As regards the sick leave without medical certificate, the staff member opens a ticket via the HR ticket service and informs HR. HR registers in Sysper. The schooling enrolment requests related to the submission of the related school year form are submitted directly by the staff member through ARES and not via the HR ticket service.</p> <p>This privacy statement does not cover the processing of data collected via SYSPER/ARES.</p>
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		<p>Please consult the Data Protection page on the EIT's website: https://eit.europa.eu/about-us/legal-framework/data-protection to find the following privacy statements:</p> <ul style="list-style-type: none"> - the Privacy statement regarding the use of SYSPER 2 for the staff of the European Institute of Innovation and Technology - the Privacy statement regarding the management of leaves for the staff of the European Institute of Innovation and Technology - the Privacy statement regarding the management of the Annual staff appraisal exercise at the European Institute of Innovation and Technology - the Privacy statement regarding the management of the Annual staff reclassification exercise at the European Institute of Innovation and Technology - the Privacy statement for the application of HAN (HERMES-ARES-NOMCOM) IT system at the EIT
4	Categories of data subjects	The data subjects are individuals who work for the EIT. This includes temporary agents, contract agents, seconded national experts, trainees and interims.
5	Categories of the personal data processed	<p>The personal data provided by data subjects in connection with their requests on the different categories indicated above. Depending on the topic of the request submitted through the HR ticket service, the following types of personal data may be processed for the above-mentioned purposes:</p> <ul style="list-style-type: none"> - surname, first name, personnel number, gender, nationality, address, telephone number, place of origin; - date of birth, marital status, officially recognised registered partnership, identity and date of birth of spouse or partner, identity and date of birth of dependent children and date of adoption if relevant; - EIT Unit to which the jobholder is assigned, category, grade, status, duration of contract, years of service, unique payroll number (NUP), administrative status and career, job description.



6	Categories of data recipients	<p>Within the EIT: The personal data of the data subjects are processed by the EIT authorised staff on the need-to-know basis: EIT HR, Head of Administration Unit.</p> <p>Within the Commission and other EU institutions/bodies/agencies:</p> <p>The authorized staff that may have access to relevant personal data for audit control or investigation purposes: Court of Auditors, Internal Audit Service of the European Commission, European Anti-Fraud Office (OLAF). Access to the personal data may be granted also to the European Ombudsman and the European Data Protection Supervisor upon request, the General Court and the European Court of Justice to the extent necessary for handling the review procedure and litigation.</p> <p>Third parties subject to the GDPR³ and third parties not subject to the GDPR:</p> <p>Exceptionally and if necessary, personal data concerning staff requests requiring interpretation of the SR may be disclosed to DG HR (SYSPER team) and PMO for specific and limited purposes only. EIT has signed SLAs with both parties including a privacy statement.</p> <p>Exceptionally and if necessary, personal data may be disclosed to third parties, e.g. external lawyers subject to the GDPR, for specific and limited purposes only. In this case a written contract (service contract) is signed between the EIT and the external lawyer in order to ensure that Article 29 of the Data Protection Regulation of the European institutions is respected by the data processor. These written contracts follow the model of the Commission and include a specific article on data protection.</p>				
7	Time limit storage	<p>The EIT will keep your personal data for a period during which the EIT must preserve a file based on its administrative usefulness and the statutory and legal obligations linked to it according to the EIT Decision No. 35/2021 depending on the category of data, as follows:</p> <table border="1" data-bbox="808 1274 1906 1302"> <thead> <tr> <th data-bbox="808 1274 1486 1302">Category</th> <th data-bbox="1493 1274 1906 1302">Retention period</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Category	Retention period		
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³ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation, OJ L 119, 4.5.2016, p. 1–88)



		<p>1) Leaves and absences:</p> <ul style="list-style-type: none"> a) Clarification/information request on annual leave b) Clarification/information request on sick leave with medical certificate; c) Clarification/information request on sick leave without medical certificate//submission of request regarding sick leave without medical certificate; d) Clarification/information request on special leaves. 	<ul style="list-style-type: none"> a) 2 years b) 3 years (possible extension to 5 years in order to cover legal disputes); c) 3 years (possible extension to 5 years in order to cover legal disputes); d) 3 years (possible extension to 5 years in order to cover legal disputes);
		<p>2) Work Patterns</p> <ul style="list-style-type: none"> a) Clarification/information requests on all forms of part-time (also including medical part-time) etc., parental leave; family leave; unpaid leave; b) Clarification/information requests on working time and hybrid working. 	<p>10 years</p>
		<p>3) Individual rights and entitlements (change in household, marriage, divorce):</p> <ul style="list-style-type: none"> a) Clarification/information requests on individual rights; b) Clarification/information/ requests on payroll matters (payslip). 	<p>5 years</p>
		<p>4) Learning and development</p> <ul style="list-style-type: none"> a) Clarification/information requests on L&D matters. 	<p>10 years</p>
		<p>5) Schooling (school, kindergarten, school transport):</p> <ul style="list-style-type: none"> a) Clarification/information requests. 	<p>5 years</p>



		6) Appraisal: a) Clarification/information requests.	10 years
		7) Reclassification: a) Clarification/information requests.	5 years
8	If applicable, transfers of personal data to a third country or to international organization (if yes, the identification of that third country or international organization and the documentation of suitable safeguards)	No	
9	General description of the technical and organisational security measures	Technical and organisational measures: access to personal data is restricted to recipients specified above. Requests that contain personal data are automatically deleted after the expiration of the retention periods specified for each category of the request.	
10	For more information, including how to exercise rights to access, rectification, object and data portability (where applicable), see the privacy statement:	<p>Please see the privacy statement annexed to the record.</p> <p>Please consult the Data Protection page on the EIT's website: https://eit.europa.eu/who-we-are/legal-framework/data-protection</p>	

Signature of the data controller

(Approval is given via a workflow in ARES in place of a handwritten signature)

Annex: Privacy statement