



20 June 2022
EMA/535220/2021

Records of data processing activity relating to the Switchboard recording system (public)

1.	Last update of this record, version number:	20 June 2022, version 4
2.	Reference number:	A41
3.	Name and contact details of controller:	European Medicines Agency Internally: Head of the Administration and Corporate Management Division Contact: DataController.Administration@ema.europa.eu
4.	Name and contact details of DPO:	dataprotection@ema.europa.eu
5.	Name and contact details of joint controller (where applicable)	Not applicable
6.	Name and contact details of processor (where applicable)	SPIRIT HOSTESS SERVICES PROMO ADVIEZEN BV General Aviation Terminal, Thermiekstraat 30, 1117 BC Schiphol-Oost info@spirithospitality.nl Luware Deutschland GmbH Schlossstrasse 70, 70176 Stuttgart solutions@luware.com
7.	Purpose of the processing	Processing of personal data is necessary for the security of EMA staff members, the public and the Agency's operations and for improving the quality of the provided services. In particular, telephone calls received at EMA switchboard are recorded for the purpose of protecting staff, the public and the Agency's operations by investigating malicious calls and being able to provide to the police evidence of such calls. Recordings may be also used to improve the quality of service provided to callers via in-house training to switchboard operators and receptionists.
8.	Description of categories of persons whose data EMA processes and list of data categories	The following categories of data subjects are subject to this processing operation: <ul style="list-style-type: none">Any person calling the Agency official number or the security office number.

Official address Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

Address for visits and deliveries Refer to www.ema.europa.eu/how-to-find-us

Send us a question Go to www.ema.europa.eu/contact **Telephone** +31 (0)88 781 6000

An agency of the European Union



		<p>The following categories of personal data are collected for this processing operation</p> <ul style="list-style-type: none"> Name, surname, company, voice, additional personal data provided by the caller.
9.	Time limit for keeping the data	28-day continuous rolling period.
10.	Recipients of the data	<p>EMA Security responsible and Police authorities for investigating security incidents.</p> <p>In case of training, switchboard operators and supervisors.</p>
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	Not applicable
12.	General description of security measures, where possible.	<p>The Agency has appropriate technical and organisational measures in place, including organisational policies, to safeguard the security of personal data and ensure the confidentiality, integrity and availability of the relevant systems, services and the personal data processed within them. In particular,</p> <ul style="list-style-type: none"> Recordings are stored electronically on a cloud storage in a secure network. Personalised passwords are required to access the recordings and the application. The server storing the data is located within secure premises and protected by additional physical security measures. Network firewalls to protect the logical perimeter of the IT infrastructure. All personnel with access rights to the application are given data protection training. Administrative measures include the obligation of all Agency and non-Agency personnel having access to the system (including those maintaining the equipment and the systems) to sign non-disclosure agreements. Access rights to users are granted only to the system areas which are strictly necessary to carry out their roles. This access is currently limited to three EMA staff users. Only the system administrator is able to grant, alter or annul any access rights of any persons. No longer usable media are safely disposed so that remaining data on them are permanently and irreversibly deleted. This is done in accordance with ICT policies.
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable), see the privacy statement:	<p>Details concerning the processing of your personal data are available on the Agency's website at: https://www.ema.europa.eu/en/about-us/legal/general-privacy-statement, where you may find the EMA General Privacy Statement as well as the privacy statements on specific data processing operations.</p>