



EMA/676166/2019

## Record of data processing activity regarding EMA Account Management System (public)

1.	Last update of this record, version number:	30 March 2020, version no 2
2.	Reference number:	DED9
3.	Name and contact details of controller:	European Medicines Agency Internal contact: Deputy Executive Director Contact: <a href="mailto:DEDdataprotection@ema.europa.eu">DEDdataprotection@ema.europa.eu</a>
4.	Name and contact details of DPO:	<a href="mailto:dataprotection@ema.europa.eu">dataprotection@ema.europa.eu</a>
5.	Name and contact details of joint controller (where applicable)	Not applicable
6.	Name and contact details of processor (where applicable)	IT4U Consortium; <a href="mailto:IT4U.EMA@everis.com">IT4U.EMA@everis.com</a> (Maintain the hardware and software infrastructure required to support processing of the data in compliance with EU legislation) Axin+ Consortium; <a href="mailto:axinplus@axians.com">axinplus@axians.com</a> (Support users in accessing EMA systems by approving, enabling and unlocking user accounts.)
7.	Purpose of the processing	The purpose of this data processing activity is the verification of users' accounts including: <ul style="list-style-type: none"><li>• Providing access to other systems operated by EMA, including for example: Eudralink, EudraCT Secure, Service Desk Portal, European union telematics controlled terms (EUTCT), EudraVigilance, EudraVigilance data analysis system (EVDAS), EudraPORTAL, European pharmacovigilance issues tracking tool (EPITT) or periodic safety update repository (PSUR repository), Substance, Product, Organisation And Referential (SPOR) portal, IRIS   Regulatory &amp; Scientific Information Management Platform</li></ul>



		<ul style="list-style-type: none"> <li>• Communication between the users and EMA (e.g. regarding any next steps or key changes to the system, reporting problems or information on user surveys concerning the maintenance and development of the system)</li> <li>• Self-service password management.</li> </ul>
8.	Description of categories of persons whose data EMA processes and list of data categories	<p>Any person applying for an EMA account to access EMA systems: EMA staff members, members of EMA Management Board, members of scientific committees and working parties, experts working on behalf of EMA, trainees, interims, seconded national experts, contractors, consultants, members of the public.</p> <p><u>Data categories processed:</u></p> <ul style="list-style-type: none"> <li>• First name and last name</li> <li>• e-mail address</li> <li>• Phone number (if provided)</li> </ul>
9.	Time limit for keeping the data	Your data will be deleted after 180 days of inactivity on EMA systems. Users receive a reminder before their data will be deleted.
10.	Recipients of the data	The data collected will be processed internally by staff within the EMA Service responsible for information security services, by contractors responsible to provide the Service Desk and system maintenance services.
11.	Are there any transfers of personal data to third countries or international organisations?	No
12.	General description of security measures, where possible.	<p>The Agency has put appropriate technical and organisational measures (security policies and procedures) in place to protect personal data from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. The Agency takes all necessary measures to ensure the maximum safety and security of personal data held both offline and online, in hardcopy and digital forms.</p> <p>The personal data of users, are normally collected through EMA's Account Management system, which abides by the security provisions established in the Agency's security policies. Access by EMA internal users is password-protected.</p>
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: <a href="https://www.ema.europa.eu/en/about-us/legal/general-privacy-statement">https://www.ema.europa.eu/en/about-us/legal/general-privacy-statement</a></p> <p>where you may find the EMA General Privacy Statement as well as the privacy statements on specific data processing operations.</p>