



EMA/672819/2019

## Record of data processing activity regarding EMA Service Desk Portal (public)

1.	Last update of this record, version number:	9/12/2019, version 1
2.	Reference number:	I1
3.	Name and contact details of controller:	European Medicines Agency Internal contact: Head of Information Management Division
4.	Name and contact details of DPO:	dataprotection@ema.europa.eu
5.	Name and contact details of joint controller (where applicable)	N/A
6.	Name and contact details of processor (where applicable)	Axin+ Consortium <a href="mailto:axinplus@axians.com">axinplus@axians.com</a>
7.	Purpose of the processing	Via self-registration on the EMA Account Management Portal external stakeholders may gain access to the Self-Service Portal of the EMA Service Desk. The purpose of operating the EMA Service Desk portal is the logging of incidents, service request and queries and the actions performed by EMA to reply (i.e. to address the reported incidents and queries, provide requested services).
8.	Description of categories of persons whose data EMA processes and list of data categories	Members of pharmaceutical companies, Members of national competent authorities, Experts or any other persons in need of assistance to use Systems hosted by the European Medicines Agency.  Data categories processed: full name and email address, language preference and time zone, the log and content of incident report, service request and queries sent by user.
9.	Time limit for keeping the data	Data in the Service Desk Portal on incidents/request/queries sent are kept in the system for 3 years. Other personal information stored in the ECD database are subject to ECD



		retention rules (please see the record on ECD, reference I2, EMA/672819/2019).
10.	Recipients of the data	Only IT administrators that are tasked with handling of incidents, service requests and queries.
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	No transfer of personal data.
12.	General description of security measures, where possible.	Access to computer systems is given only to EMA staff members and contractors working for the EMA (as mentioned in section 2). Data is password protected.
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>